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ABSTRACT

This report presents the findings of an enrolled student survey administered to approximately 3,700 Miami-Dade Community College (M-DCC) (Florida) students during the 2000-2001 fall term. The survey was administered to regular credit students, English-as-a-Second-Language/English-Non-Speaking (ESL/ENS) students, and Postsecondary Adult Vocational (PSAV) students. Demographic findings include: (1) almost one-third of students from each enrollment category were employed at least 40 hrs/wk; (2) only 20% of credit, 23% of ESL/ENS, and 28% of PSAV students reported that they were not employed; (3) 41% of credit, 65% of ESL/ENS, and 46% of PSAV students reported annual household income levels of $17,000 or less; (4) 47% of credit, 43% of ESL/ENS, and 56% of PSAV students were first generation college students; (5) 66% of credit, 84% of ESL/ENS, and 87% of PSAV students indicated that M-DCC was their first choice of institutions; (7) the majority of students indicated they were satisfied with M-DCC's support services; (8) the majority of students agreed that M-DCC has a flexible course schedule, computers and equipment necessary to support academic programs, and classes offered at a variety of convenient locations; and (9) when rating their overall satisfaction with M-DCC, 85% of students reported being satisfied, with 27% of those being "very satisfied." (Contains 22 tables and the survey instrument.) (KP)

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Enrolled Student Evaluation of Miami-Dade Community College Services 2000, Research Report No. 2001-02R, April 2001

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ENROLLED STUDENT EVALUATION OF MIAMI-DADE COMMUNITY COLLEGE SERVICES 2000

Research Report No. 2001-02R

April 2001

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Executive Summary

Introduction

This report presents the findings from an Enrolled Student Survey administered to approximately 3,700 Miami-Dade Community College students during Fall Term 2000-1. The survey was administered to regular credit students, ESL/ENS students and Post-Secondary Adult Vocational (PSAV) students. Survey items were very similar to those included on the Enrolled Student Survey administered in the Fall Term 1998-1. They also were consistent with previous surveys conducted by Institutional Research of graduating students (1993) and enrolled students (1994). Using the same items allows comparisons with previous survey results to detect changes in student satisfaction over time. A number of additional questions were included to gather specific demographic information about students to supplement the information that is available on student data files. Results are presented college-wide and by campus, by credit, ESL/ENS, and vocational grouping, by when students report taking most of their classes, and by part-time/full-time status.

Demographic Highlights

The majority of the student respondents reported being employed, with almost a third from each category working at least 40 hours a week. A higher proportion of PSAV students reported not working at all (28%) compared with the credit and ESL/ENS samples (20% and 23%, respectively).

Almost two-thirds (65%) of the ESL/ENS students reported annual household income levels of $17,000 or less, while 41% of the credit students and 46% of the PSAV students were in this income category.

An important characteristic of the M-DCC student is the percentage who are "first generation" college students, with neither parent having attended college. More than half of the PSAV respondents (56%), 47% of the credit student respondents, and 43% of the ESL/ENS student respondents were in this category.

Two-thirds of the credit students (66%) indicated that M-DCC was their first choice of colleges to attend. Eighty-four percent of the ESL/ENS students and 87% of the PSAV students indicated that M-DCC was their first choice.

Selected College-Wide Results

In the first section, students were asked to respond to questions about sixteen different services provided by the College. They were asked to indicate if they knew about the service, if they used the service, and finally if they were satisfied with the service received.

- The majority of students who used any given service were satisfied with the service they received (no rating fell below 60%). The highest rated service among those used by at least 50% of the students was the **Library** (88.5% of users satisfied), followed by the **Testing Office** (87.3% of users satisfied).

- Students' satisfaction with a number of services appears to have declined since the 1998 survey, however. **Of the most frequently used services, Financial Aid, Admissions and Registration, and Reading, Writing, Math, or Study Skills Labs all had lower satisfaction ratings.**

- Satisfaction levels increased for a number of services – **the Bookstore, and Job Placement Services both had higher satisfaction ratings than in the 1998 Enrolled Student Survey.**

In the second section, students were asked to indicate their level of agreement with fifteen statements related to services and support provided by M-DCC.

- The statement that M-DCC has a **flexible schedule of courses offered at a variety of times throughout the day and during the week** received the highest agreement rating by respondents (65.3%). The statements that M-DCC has **computers and other equipment to support my program** and **classes offered at a variety of convenient locations throughout the county** also received high agreement ratings (64.3% and 63.2%, respectively).

- Six statements received higher agreement ratings than in the 1998 survey. For example, a higher percentage of students agreed that M-DCC has **other personnel who care about my progress and want me to succeed,** and **has adequate transportation to and from the campus.**

- Four statements received lower agreement ratings than in the 1998 survey. For example, a **lower percentage of students agreed that M-DCC has a flexible schedule of courses, although this was still the highest rated statement in this administration**.

In the final question on the survey, students were asked to rate their overall satisfaction with Miami-Dade Community College. Overall, students enrolled at M-DCC appear to be quite satisfied with their experiences at the College – **85% of students report being satisfied**, with 27% of those "very satisfied."

Students were also given the opportunity to write comments on anything they wished at the end of the survey. In the last section of the report, students' comments are grouped by themes and summarized.

Enrolled Student Evaluation of Miami-Dade Community College Services – 2000

Introduction:

The results of the Enrolled Student Survey conducted during Fall Term 2000-1 are presented in this report. The survey was administered to approximately 3,700 students and assessed student satisfaction with services received at M-DCC. The survey items were very similar to those included on the Enrolled Student Survey administered in the Fall Term 1998-1, with a few additions and modifications. They also were consistent with previous surveys conducted by Institutional Research of graduating students (1993) and enrolled students (1994). A copy of the survey is included as an Appendix. The survey was translated into Spanish and Creole for the ESL/ENS students. Results are presented by campus, by when students report taking most of their classes, by full-time/part-time status, and by credit type (credit including college preparatory, ESL/ENS, and Postsecondary Adult Vocational or PSAV).

Since the most recent survey administration in 1998, many changes were made at M-DCC including: 1) Changes in the provision of student services based on Student Flow Review process recommendations; 2) New general education requirements became effective Fall Term 1998-1 for new students based on recommendations emerging from the General Education Review process; 3) Conversion to new student system software effecting all student related functions such as admissions, advisement, financial aid, etc.; 4) Conversion to new business software for functions such as bursar, accounts payable, payroll, etc.; 5) Web based admission and registration processes were introduced; and 6) new faculty contract was negotiated and approved. Comparing results from the 2000 survey with the 1998 survey can provide information on differences in student satisfaction with, and perceptions of, M-DCC related to these major changes.

A stratified random sample of classes from each campus (including Hialeah Center and EEC for North Campus), and credit type were selected to yield a 10% sample from each category. The Campus Testing Departments and/or participating faculty administered the surveys to students in the classrooms. Survey materials were processed using LXR scanning software and results analyzed using SAS programming by Institutional Research.

Tables 1, 3, and 5 display characteristics of the 3,379 credit, 482 ESL/ENS, and 323 PSAV students respectively who responded to the survey compared to the Fall Term 2000 student enrollment in those categories. The response yield was somewhat lower than anticipated, primarily due to the administration of the survey later in the term (late October and November) than in previous administrations. The number of students still enrolled in each class, and faculty willing to participate on the requested dates was lower than hoped for, yielding an overall sample of approximately 7% overall (7% for credit, 8% for ESL/ENS, and 10% for PSAV categories).

There were some notable differences between students in the sample compared with the student population. The credit and ESL/ENS samples had higher proportions of full-time students, younger students and Black non-Hispanic students and lower proportions of Hispanic and White non-Hispanic students than the corresponding student populations for Fall Term 2000. The PSAV sample appeared to be more representative of the PSAV student population for Fall Term 2000, although students in the sample were somewhat younger.

Demographic Information:

Additional demographic information, as well as students' reasons for selecting and attending M-DCC are included in Tables 2, 4, and 6 for the credit, ESL/ENS, and PSAV student respondents respectively. This information provides some interesting insight into M-DCC students. The majority of the student respondents reported being employed, with almost a third from each category working at least 40 hours a week. A higher proportion of PSAV students (28%) reported not working at all compared with the credit and ESL/ENS samples (20% and 23%, respectively).

Annual household income levels reported by students in the ESL/ENS sample were lower, with almost two thirds (65%) earning $17,000 or less compared to 41% for credit and 46% for PSAV students in this income category. PSAV students were most likely to be first generation college students with neither parent having attended college (56%) compared to 47% for credit students and 43% for ESL/ENS students.

Two thirds of the credit students (66%) indicated that M-DCC was their first choice of colleges to attend. Eighty-four percent of the ESL/ENS students and 87% of the PSAV students indicated that M-DCC was their first choice. Among credit students, the most commonly cited reason for choosing M-DCC was cost, with location a close second, for ESL students it was quality/reputation, and for PSAV students it was location.

Part I: Ratings of Services

In this section, students were asked to respond to questions about sixteen different services provided by the College. They were asked to indicate if they knew about the service, if they used the service, and finally, if they were satisfied with the service received. The items in this section were taken from the 1998 Enrolled Student Survey with two new ones added ("Student Life Activities and Events" and "Mentoring") at the request of student government representatives and student service providers.

College-wide and campus results are presented in Table 7. The first three columns show the number and percent of students who used the service and the percent of users who were satisfied with the service. Results are split on the basis of usage: 50% or more used the service (top grouping) or fewer than 50% used the service (bottom grouping). Within these two groupings, results are sorted high-to-low by the percent of users who were satisfied. On the whole, the majority of students who used any given service were satisfied (no rating fell below 60%).

College-Wide Results

Seven items fell in the top grouping as most frequently used, and the top rated among these is the ***Library*** with 88.5% of users satisfied with the service. This is consistent with the 1998 Enrolled Student Survey in which 88.7% of users were satisfied with the Library.

The next highest rated service in this grouping was the ***Testing Office*** with 87.3% of users satisfied with the service. This is consistent with the 1998 result of 87.5% satisfied.

The ***Reading, Writing, Math, or Study Skills Labs*** were next with 83% of users satisfied. This is slightly lower than the 87.1% satisfaction rating for the labs in the 1998 survey.

Eighty-three percent of the students reported using ***Admission and Registration*** services and 80% were satisfied. The usage rate is lower than in the 1998 survey, when 90% of students reported using the service. Perhaps this is due to the availability of the web-based admission and registration process. Students may feel that they are not using Admission and Registration services if they do it themselves on the web. The satisfaction rate is also somewhat lower than the 86.4% rate in the 1998 survey, perhaps due to difficulties associated with the student system software conversion.

The ***Bookstore*** received a satisfaction rating of 79.5%, which is somewhat higher than the 1998 survey rating of 74%.

Approximately, 73% of students reported using ***Advisement and Counseling*** services and 74.7% were satisfied with the service they received. This is virtually the same as the 1998 survey rating of 74.2% satisfied.

Financial Aid received a satisfaction rating of 68.8%, with 64.4% of students reporting that they used the service. Seventy-one percent of the students who used financial aid services were satisfied in the 1998 survey.

For the nine less frequently used services, ***Cultural Programs and Events*** received the highest satisfaction rating (86.8%) but 38.3% of students did not know about the programs or events. Awareness of Cultural Programs and Events appears to have increased since the 1998 survey when slightly over 45% of students did not know about the programs.

Twenty-one percent of the students reported using ***Student Life Activities and Events*** and 86% of them were satisfied. Thirty-five percent of students did not know about Student Life Activities and Events. This question was new to the 2000 Enrolled Student Survey so no comparisons with previous results are available.

About 82% of the students who used ***Career Planning*** *services* were satisfied but 40.1% did not know about the services. In the 1998 survey, a higher percentage of students (45%) did not know about Career Planning services while the satisfaction rating was about the same (83%).

Forty-one percent of the students did not know about ***Recreation and Athletic Programs***, and only 13.3% of the students participated, but over 80% of those who participated were satisfied. These results are similar to the 1998 survey.

Tutoring *services* received a satisfaction rating of 80% for students who used the services. Almost a third (31.8%) of the students did not know about Tutoring services, however, and only 24.7% used the services. In the previous survey, 26% of the students did not know about the services, so awareness appears to have decreased.

About half of the students knew about ***Mentoring*** *services* and only 14.1% used the services. Of those who did, 77.7% were satisfied. This item was new to the 2000 survey so no comparisons are available.

Campus Security received a 77.7% satisfaction rating among students who used the service. This is somewhat lower than the 83.4% rating received in the 1998 survey.

Thirty-seven percent of the students did not know about ***Job Placement*** *services* and about a quarter (24.6%) used the service. The satisfaction rating was 75.2% among students who used the services. It appears that awareness of Job Placement services has risen, as has the satisfaction rating compared to the 1998 results when 44% of students did not know about the service and 69.8% of users were satisfied.

The ***Cafeteria*** received a satisfaction rating of 73.2% with 49.5% of students reporting that they used the Cafeteria. This is somewhat lower than in the 1998 survey when almost 76% of the students who used the Cafeteria were satisfied.

Campus Results

Campus details focus on the high and low rated items, and those that were significantly different, defined as more than 5 percentage points higher or lower than the combined college-wide rating.

North Campus results mirror the college-wide ratings so closely that service ratings varied from college-wide ratings by no more than 3.9 percentage points. The highest rated service that was used by 50% or more of the students on North Campus was the Library, with a satisfaction rating of 89.7%. Financial Aid received the lowest rating among the high use services – 65.8%. Student Life Activities and Events were rated highest for satisfaction (89.8%) among the services used by fewer than 50% of the students.

For **Kendall Campus**, the highest rated service in the high use grouping was the Library with 89.6% of users satisfied. Financial Aid received the lowest rating (63.6%) among the services used by 50% or more of the students. This rating was also significantly lower than the college-wide rating of 68.8%. For the low use services, Cultural Programs and Events received the highest satisfaction rating – 88.1%.

The Testing Office on **Wolfson Campus** received the highest satisfaction rating (85.6%) among the services used by 50% or more of the students. The Bookstore received the lowest rating in this high use grouping of services – 72.8%. In the low use category, Cultural Programs and Events received the highest satisfaction rating – 84.3%. Several services received satisfaction ratings that differed

significantly from college-wide ratings – Financial Aid received a rating of 78.3%, which is 9.5 percentage points higher than college-wide; the Library received a rating of 82.9%, which is 5.6% points lower than college-wide; and the Bookstore received a rating of 72.8%, which is 6.7% lower than college-wide.

On **Medical Center Campus,** the Testing Office received the highest satisfaction rating (92.1%) of the high use services and Financial Aid received the lowest satisfaction rating (63.2%). Among the services used by fewer than 50% of the students, Student Life Activities and Events received the highest satisfaction rating (89.6%). Three services received satisfaction ratings that were significantly higher than the college-wide rating – Campus Security was 7.1 percentage points higher and was also used more frequently by Medical Center Campus students than college-wide; Tutoring services were 6 percentage points higher; and Reading, Writing, Math, or Study Skills Labs were rated 5.2 percentage points higher than college-wide. Four services received significantly lower satisfaction ratings than college-wide – Job Placement was 10 percentage points lower; Recreation and Athletic Programs were 6.3 percentage points lower; Financial Aid was 5.6 percentage points lower; and Cultural Programs and Events were about 5 percentage points lower.

The Reading, Writing, Math, or Study Skills Labs received the highest satisfaction rating (92.9%) among the high use services on **Homestead Campus**. The Bookstore received the lowest satisfaction rating (75.3%) among this grouping. For the services used by fewer than 50% of the students, Career Planning received the highest satisfaction rating (95.2%). Students on Homestead Campus tended to rate most services more positively than college-wide. Nine services were rated significantly higher than the college-wide satisfaction rating – Financial Aid received a rating of 83.6%, which is almost 15 percentage points higher than the college-wide rating; Advisement and Counseling was over 14 percentage points higher; Career Planning was almost 13 percentage points higher; Campus Security and Reading, Writing, Math, or Study Skills Labs were about 10 percentage points higher; Recreation and Athletic Programs were 8.7 percentage points higher; the Cafeteria was about 6 percentage points higher; and Admission and Registration and Cultural Programs and Events were both about 5 percentage points higher.

InterAmerican Campus students gave the Testing Office the highest satisfaction rating (89%) and Advisement and Counseling the lowest rating (72%) for the high use services. Among the services used by fewer than 50% of the students, Career Planning received the highest satisfaction rating (85.5%). Financial Aid received a rating that was significantly higher than college-wide (75.6% or almost 7 percentage points higher). Three services received ratings that were significantly lower than college-wide – Recreation and Athletic Programs were almost 12 percentage points lower, and Cultural Programs and Events and Reading, Writing, Math or Study Skills Labs were almost 10 percentage points lower than the college-wide ratings.

Results by Credit Type

Table 8 displays the college-wide satisfaction ratings by type of student – credit, ESL/ENS, and PSAV. The satisfaction ratings for services followed a similar pattern for each of the credit types. For example, the Library and Testing Office received the highest ratings for each of the groups.

The **Credit** students rated the Library the highest (88.2%) and Financial Aid the lowest (68.7%) among the high use services. Cultural Programs and Events received the highest rating of the services used by fewer than 50% of the students.

While following a similar pattern, the **ESL/ENS** students tended to rate services more favorably than the overall credit student group. Six services received satisfaction ratings that were significantly higher (at least 5 percentage points above the credit student rating). Financial Aid received a rating of 80.6%, almost 12 percentage points higher than the credit student rating; Advisement and Counseling was 9.5 percentage points higher; Tutoring services and the Cafeteria were about 7 percentage points higher; and the Bookstore and Career Planning were about 5 percentage points higher.

Virtually, all services received a higher rating by the **PSAV** student group than the credit student group. Recreation and Athletic Programs, although used by only 13% of the PSAV students, received a satisfaction rating of 95.2% (about 15 percentage points higher than the credit student rating). Advisement and Counseling was 10 percentage points higher; Campus Security was almost 9 percentage

points higher; Cultural Programs and Events and Admission and Registration were about 8 percentage points higher. The Cafeteria and Career Planning were about 7 percentage points higher and the Reading, Writing, Math or Study Skills Labs were almost 6 percentage points higher.

Results by Part-Time and Full-Time Status

The college-wide satisfaction ratings of respondents by part-time and full-time status are displayed in Table 9. Not surprisingly, all services had a higher usage rate by full-time students. For example, Student Life Activities and Events had a usage rate of almost 25% for full-time students but only 16% for part-time students. Financial Aid services were more likely to be used by full-time students than part-time (69% vs. 56%). Full-time students were also much more likely to use Tutoring and Job Placement services as well as the Reading, Writing, Math or Study Skills Labs compared with part-time students.

Most satisfaction ratings by students who used the services were similar, however, with three exceptions. Mentoring services received a satisfaction rating of 80.3% by the full-time students (about 8 percentage points higher than the part-time student rating). The Student Life Activities and Events and Career Planning satisfaction rates were just over 5 percentage points higher for full-time students than part-time students.

Results by When Students Take Classes

Table 10 displays the satisfaction ratings for services by when students take most of their classes. The majority of students who responded to the survey reported taking most of their classes in the **mornings**, so the pattern of satisfaction ratings for these students is similar to the overall college-wide ratings.

Students who take most of their classes in the **afternoon** rated some services significantly lower than the morning students. For example, Campus Security received a satisfaction rating that was about 20 percentage points lower than the morning students; the Library and Admission and Registration received satisfaction ratings that were almost 8 percentage points lower; Student Life Activities and Events and the Cafeteria were about 10 percentage points lower; Career Planning was about 9 percentage points lower; and Recreation and Athletic Programs was 6 percentage points lower. In contrast, Mentoring services received a satisfaction rating that was about 7 percentage points higher. Afternoon students are less likely to use the Reading, Writing, Math, or Study Skills Labs (42% vs. 57% for morning students), but reported about the same level of satisfaction.

The satisfaction ratings of **evening** students were very similar to those of the morning students. Two services received significantly lower satisfaction ratings, however – Cultural Programs and Events and Job Placement received ratings that were 5-6 percentage points lower than the ratings given by the morning students.

The number of weekend students in the sample was relatively small so results should be viewed cautiously. All services received lower satisfaction ratings among the **weekend** students although in many cases the usage rates were higher. For example, almost 71% of the weekend students reported using Testing Office services compared with 62% for the morning group, and the satisfaction rate was 79% vs. 87% ,respectively.

Part II: Student Agreement with Statements Related to Services and Support Provided by Miami-Dade Community College

For this section, students were asked to indicate their level of agreement with fifteen statements related to services, support, and facilities provided by M-DCC. Twelve of these items were taken from the 1998 Enrolled Student Survey and most of those were included on the Enrolled Student Survey reported by Institutional Research in 1994. Three new items were added to the 2000 survey to address current Strategic Plan indicators or College restructuring.

College-Wide Agreement Ratings

College-wide agreement ratings are reported in Table 11. Results are sorted high-to-low based on the percent of students agreeing with each statement. This discussion makes comparisons, if available, with previous survey results and focuses first on the services, support, and facilities in which student satisfaction appears to be increasing, then on the services, support, and facilities in which student satisfaction appears to be declining. Discussion of the remaining services concludes this college-wide section.

Services, support, and facilities in which student satisfaction appears to be increasing:

Forty-one percent of students agreed that M-DCC has ***other personnel who care about my progress and want me to succeed***. This is up from the 35% agreement rating obtained for this item in the 1998 survey.

Forty percent of the students agreed that M-DCC has ***adequate transportation to and from the campus,*** while 29% were unable to rate this item. This represents an increase over the 30% agreement rating obtained in the 1998 survey, but is consistent with the 43% rating in the 1994 survey.

Twenty-nine percent of the students agreed that M-DCC has **an *excellent career counseling program***, while 27% were unable to rate this item. This is somewhat higher than the 1998 agreement rating of 25%, but lower than the 46% rating obtained in the 1994 survey.

Twenty-eight percent of the students agreed that M-DCC has ***programs leading directly to a job***, while 37% were unable to rate this item. Twenty-three percent of the students in the 1998 survey and 37% of the students in the 1994 survey agreed with this item.

Twenty-six percent of the students agreed that M-DCC has ***an adequate child care program***, while almost half (43%) were unable to rate this item. This represents not only a decrease in the percentage of students who are unable to rate this item (57% in 1998) but an increase in agreement over the 15% rate in 1998.

Twenty-three percent of the students agreed that M-DCC has ***an excellent job placement program***, while 38% were unable to rate this item. In the 1998 survey, 17% of students agreed with this item and 45% were unable to rate it.

Services, support, and facilities in which student satisfaction appears to be decreasing:

The majority of students (65%) agreed that M-DCC has ***a flexible schedule of courses offered at a variety of times throughout the day and during the week***. However, this rating continues a downward trend in agreement from 72% in 1994 to 69% in 1998.

More than half of the students (58%) agreed that M-DCC has ***faculty members who are accessible***. This is similar to the 1998 Enrolled Student Survey agreement rate of 60%, but lower than the 1994 rate of 64%.

Fifty-three percent of the students agreed that M-DCC has ***a library that meets the students' needs***. This compares with an agreement rating of 56% in 1998 and 66% in 1994.

Forty-eight percent of the students agreed that M-DCC has ***an advising program focused on the student's academic and overall curriculum requirements***. This is somewhat lower than the 52% agreement rating obtained for this item in the 1998 survey and 60% in the 1994 survey.

Student satisfaction with remaining services, support, and facilities:

Sixty-four percent of the students agreed that M-DCC has ***computers and other equipment to support my program***. This is consistent with the 63% agreement rating obtained in the 1998 survey.

Half of the students (50%) agreed that M-DCC has ***faculty members who care about my progress and want me to succeed***. This is consistent with the 1998 rating of 49%.

Sixty-three percent of the students agreed that M-DCC has ***classes offered at a variety of convenient locations throughout the county***. This item was new to the survey in 2000 so no comparative information is available.

More than half of the students (58%) agreed that ***campus facilities are maintained in excellent condition***. This item was new to the survey in 2000 so no comparative information is available.

Fifty-one percent of the students agreed that M-DCC has ***personnel who are courteous and friendly***. This item was new to the survey in 2000 so no comparative information is available.

Campus Agreement Ratings

North Campus ratings are displayed in Table 12. Agreement ratings for this campus are very similar to the college-wide ratings with none varying by more than about three percentage points.

Agreement ratings for **Kendall Campus** are presented in Table 13 and are also very similar to college-wide ratings. None of the items varied by more than 4.5 percentage points from college-wide ratings.

Table 14 contains the agreement ratings for **Wolfson Campus**. Ratings for this campus are very similar to the college-wide ratings with one exception. Forty-nine percent of Wolfson Campus students agreed that M-DCC has adequate transportation to and from the campus compared with 40% college-wide. This is likely due to the public transportation system providing relatively easy access to the campus.

Medical Center Campus agreement ratings are presented in Table 15. Students on this campus were significantly more likely to agree with that M-DCC has computers and other equipment to support their program (70% vs. 64%); that faculty members are accessible (65% vs. 58%); that faculty members care about their progress (63% vs. 50%); that other personnel care about their progress (48% vs. 41%); that personnel are friendly and courteous (60% vs. 51%); that the library meets their needs (61% vs. 53%); and that programs lead directly to jobs (39% vs. 28%). Two items received lower agreement ratings from Medical Center Campus students – that the schedule of classes is flexible (54% vs. 65%) and that child care is adequate (16% vs. 26%).

Table 16 displays **Homestead Campus** agreement ratings. Eight items received significantly higher ratings from Homestead Campus students than college-wide. Sixty-nine percent of Homestead students agreed that M-DCC has computers and equipment to support their programs (vs. 64%); 68% agreed that the facilities were excellent (vs. 58%); 62% believed that personnel are friendly and courteous (vs. 51%); 58% agreed that faculty cares about their progress (vs. 50%); 48% agreed that other personnel care about their progress (vs. 41%); 59% agreed that the advising program focused on their curriculum requirements (vs. 48%); 36% agreed that career counseling was excellent (vs. 29%); and 33% believed that child care is adequate (vs. 26%). Two items received lower agreement ratings – 34% of students agreed that transportation to and from campus is adequate (vs. 40%); and 60% agreed that the schedule of classes is flexible (vs. 65%).

InterAmerican Campus results are displayed in Table 17. Students on InterAmerican Campus were more likely to agree that M-DCC has excellent career counseling (36% vs. 29% college-wide) and that job placement is excellent (29% vs. 23%). They were less likely to agree that faculty members are accessible (50% vs. 58%) and that the library meets their needs (47% vs. 53%).

Agreement Ratings by Credit Type

Table 18 displays agreement ratings for **Credit** students, which mirror the overall college-wide results. This discussion will focus on differences between agreement ratings obtained for the ESL/ENS students and the PSAV students compared with the credit student ratings.

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Agreement ratings for **ESL/ENS** students are presented in Table 19. ESL/ENS students tended to give more favorable ratings to the items, with eight that were significantly higher than the credit student ratings. The ESL/ENS students were more likely to agree that M-DCC has friendly personnel (58% vs. 50%); has excellent facilities (63% vs. 58%); has adequate transportation (48% vs. 40%); has adequate child care (41% vs. 26%); has excellent career counseling (43% vs. 28%); has programs leading directly to jobs (41% vs. 28%); and has excellent job placement (39% vs. 23%). They were less likely to agree that M-DCC has computers to support their programs (58% vs. 64%).

Table 20 presents agreement ratings for **PSAV** students. PSAV students were more likely to agree that M-DCC has computers to support their programs (71% vs. 64% for credit students); has excellent facilities (67% vs. 58%); has friendly personnel (63% vs. 50%); has programs leading directly to jobs (36% vs. 28%); has excellent career counseling (38% vs. 28%); and has excellent job placement (30% vs. 23%).

Part III: Overall Satisfaction Rating

The last question on the survey asked students to rate their overall satisfaction with Miami-Dade Community College. College-wide and campus results are presented in Table 21, and results by credit type are presented in Table 22. Overall, students at M-DCC appear to be satisfied with their experiences at the College – **85% of students college-wide report being satisfied** with 27% of those "very satisfied." This is virtually the same as the college-wide satisfaction rating obtained in the 1998 survey. Satisfaction ratings vary somewhat by campus and by credit type and the reader is invited to review these results.

Part IV: Student Comments

Students were given the opportunity to write comments on anything they wished at the end of the survey. Approximately 175 comments were received, many of which were very positive. About 30 comments were very general in nature. One student wrote "M-DCC is a wonderful college to attend because it is an open college and everyone around the world has an opportunity to get a good education and better their lives." Another said "I think M-DCC is an excellent educational institution that contributes immensely to the community at large. I am very pleased with the opportunity offered to me at M-DCC to change my career field . . ." And, still another wrote "M-DCC for me is a window that has opened, it is an opportunity to learn and develop my skills."

While the comments covered a wide range of topics, many focused on specific services or grouped around common themes. These services and themes follow:

Faculty/Instruction: (37 comments)

Most of the positive comments received about faculty and instruction focused on how helpful faculty members are, how knowledgeable in their fields, and how they seem to care about students. The less positive comments focused on lack of easy access to faculty and limited office hours.

Financial Aid: (27 comments)

The comments received about financial aid spoke to inadequate staffing, inconsistent or incorrect information, lack of timely processing, and customer service skills. Many students believed that more staff and longer office hours, especially during peak registration periods, were needed in this area. Most of the comments received about financial aid were made by North, Kendall, and Medical Center Campus students.

Bookstore: (12 comments)

The primary concern expressed about the bookstore was the cost of books, including the buy-back policy. Students believe that the books are far too expensive and that they receive much too little when they sell them back at the end of the term.

Advisement/Counseling: (18 comments)

Students expressed concerns about being advised to take classes they believed that they did not need. They also expressed concern over the lines for advisement, lack of time and attention received from the advisors, and inadequate staffing during peak registration periods. A number of students requested more attention to career counseling in order to help students select majors.

Admissions & Registration: (13 comments)

Comments in this area focused on the difficulties they experience in registering, some technical, others related to staffing. Many comments referred to getting the "run-around" and staff who were inadequately trained in the registration procedures themselves.

Library: (7 comments)

Several students requested longer library hours and more current library materials. Others complained that the library was too noisy for studying.

Cafeteria: (10 comments)

Most of the comments in this area focused on the cost of food in the cafeteria. Several students requested more choices, including vegetarian options. Students on InterAmerican Campus simply asked for a cafeteria.

Security & Safety: (6 comments)

Most of the comments in this area were related to inadequate security in parking areas or unsafe pedestrian walkways between parking and buildings. These comments were predominantly from Medical Center and Kendall Campuses.

Parking: (11 comments)

Almost all of the comments in this area were about inadequate parking. Most of these comments came from InterAmerican Campus students.

Schedule: (18 comments)

Comments in this area requested more flexibility in class schedules, more classes offered in the evenings and on weekends, including Sundays. Medical Center Campus students also requested more vocational classes be offered in the mornings.

Communication: (10 comments)

More information about programs and services and better communication of requirements were the focus of these comments. Medical Center Campus students complained about not receiving information about program changes in a timely way. ESL students requested that more information be shared in the classroom and be provided in other languages so they would not feel left out.

Facilities/Maintenance: (14 comments)

Most of the comments in this area complained about the cleanliness of the campuses in general and the restrooms in particular. A few students complained about the noise on the campuses, and a few others requested day care centers on the campuses.

Labs: (6 comments)

Most of the comments in this area came from ESL/ENS students on InterAmerican Campus, who complained about the coordination of the speech lab.

Customer Service: (10 comments)

Comments in this area were mixed, with about half commending M-DCC staff for good service, and the other half complaining that service was rude, unenthusiastic, or simply poor.

Miscellaneous: (12 comments)

The remaining comments that were specific to a service or theme covered a range of topics including the need for better job placement, unhappiness with program requirements or the cost of classes, and desire for more career planning.

Table 1

Demographics of the Credit Student Sample Compared to Fall Term 2000-1 Credit Students at Miami-Dade

SAMPLE (N = 3,379)			FALL TERM 2000-1 CREDIT ENROLLMENT		
	Number	Percent		Number	Percent
Course Campus of Respondent			**Headcount by Course Campus - Duplicated Across Locations**		
North	934	27.6%	North	14,490	28.6%
(Hialeah Center in North)	*(68)*	-	*(Hialeah Center in North)*	*(2,222)*	-
(Entrepreneurial Center in North)	*(17)*	-	*(Entrepreneurial Center in North)*	*(668)*	-
Kendall	1,250	37.0%	Kendall	17,861	35.3%
Wolfson	618	18.3%	Wolfson	9,016	17.8%
Medical Center	169	5.0%	Medical Center	2,814	5.6%
Homestead	178	5.3%	Homestead	1,808	3.6%
InterAmerican Center	230	6.8%	InterAmerican Center	4,669	9.2%
Total	3,379	100.0%	Total	50,658	100.0%
Gender			**Gender**		
Male	1,136	36.6%	Male	18,852	39.6%
Female	1,964	63.4%	Female	28,785	60.4%
Total	3,100	100.0%	Total	47,637	100.0%
Ethnicity			**Ethnicity**		
White Non-Hispanic	309	9.2%	White Non-Hispanic	6,082	12.8%
Black Non-Hispanic	883	26.2%	Black Non-Hispanic	10,228	21.5%
Hispanic	1,778	52.8%	Hispanic	30,513	64.1%
Other	398	11.8%	Other	814	1.7%
Total	3,368	100.0%	Total	47,637	100.0%
Age			**Age**		
<18	241	7.1%	<18	883	1.9%
18 - 20	1,157	34.3%	18 - 20	12,100	25.4%
21 - 25	930	27.5%	21 - 25	14,670	30.8%
26 - 35	594	17.6%	26 - 35	11,445	24.0%
>35	456	13.5%	>35	8,536	17.9%
Total	3,378	100.0%	Total*	47,637	100.0%
Enrollment Status			**Enrollment Status**		
Full-Time	2,139	65.1%	Full-Time	14,756	31.0%
Part-Time	1,147	34.9%	Part-Time	32,881	69.0%
Total	3,286	100.0%	Total	47,637	100.0%

*Total includes students whose age is unknown

Table 2
Fall Term 2000
Additional Information of the Credit Student Sample

	Number	Percent
Degree Sought by Respondents		
Associate in Arts	2,039	60.3%
Associate in Science	822	24.3%
College Credit Certificate	134	4.0%
Vocational Certificate	93	2.8%
Multiple Degrees	60	1.8%
Other	231	6.8%
Total	3,379	100.0%
Semesters Completed at M-DCC		
0	691	20.5%
1 - 3	1,169	34.7%
4 - 6	835	24.8%
7 - 9	389	11.5%
10+	289	8.6%
Total	3,373	100.0%
Grade Point Average		
<2.0	208	6.2%
2.0 - 2.49	708	21.0%
2.5 - 2.99	1,080	32.0%
3.0 - 3.49	880	26.1%
3.5+	498	14.8%
Total	3,374	100.0%
When Students Take Classes		
Mostly Mornings	2,164	65.2%
Mostly Afternoons	341	10.3%
Mostly Evenings	786	23.7%
Mostly Weekends	26	0.8%
Total	3,317	100.0%
Employment Status of Respondents (Number of Hours Worked per Week)		
None	667	19.8%
1 - 20	601	17.8%
21 - 34	732	21.7%
35 - 39	397	11.8%
40 or More	979	29.0%
Total	3,376	100.0%
Number of Persons in Household		
1	296	8.8%
2 - 3	1,293	38.4%
4 - 5	1,263	37.5%
6 - 7	434	12.9%
8+	83	2.5%
Total	3,369	100.0%
Total Annual Household Income		
Less than $8,000	452	13.4%
$8,000 - $17,000	927	27.5%
$17,001 - $23,000	633	18.8%
$23,001 - $29,000	433	12.8%
More than $29,000	929	27.5%
Total	3,374	100.0%
Highest Educational Level of Either Parent		
Less Than H.S. Graduate	487	14.5%
H.S. Graduate	1,084	32.3%
Associate Degree	771	23.0%
Bachelors Degree or higher	862	25.7%
Other	152	4.5%
Total	3,356	100.0%

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Table 2 (continued)
Fall Term 2000
Additional Information on Credit Student Sample

	Number	Percent
Primary Reasons for Attending M-DCC		
Earn a degree or certificate	2,598	76.9%
Get a better job	1,001	29.6%
Upgrade skills	942	27.9%
Make more money	845	25.0%
Other	331	9.8%
Total (unduplicated)	3,379	-
Reasons for Choosing M-DCC		
Cost	1,552	45.9%
Location	1,475	43.7%
Quality/Reputation	883	26.1%
Specific programs offered	619	18.3%
Other	376	11.1%
Total (unduplicated)	3,379	-
M-DCC Was First Choice of Colleges to Attend		
Yes	2,189	66.0%
No	1,130	34.0%
Total	3,319	100.0%

Table 3

Demographics of the ESL/ENS Student Sample* Compared to Fall Term 2000-1 ESL/ENS Students at Miami-Dade

SAMPLE (N = 482)			FALL TERM 2000-1 CREDIT ENROLLMENT		
	Number	Percent		Number	Percent
Course Campus of Respondent			**Headcount by Course Campus - Duplicated Across Locations**		
North	141	29.3%	North	1,962	31.6%
(Hialeah Center in North)	*(68)*	-	*(Hialeah Center in North)*	*(1,104)*	-
Kendall	127	26.3%	Kendall	1,319	21.2%
Wolfson	115	23.9%	Wolfson	1,173	18.9%
Homestead	22	4.6%	Homestead	46	0.7%
InterAmerican Center	77	16.0%	InterAmerican Center	1,712	27.6%
Total	482	100.0%	Total	6,212	100.0%
Gender			**Gender**		
Male	120	33.5%	Male	2,010	32.5%
Female	238	66.5%	Female	4,180	67.5%
Total	358	100.0%	Total	6,190	100.0%
Ethnicity			**Ethnicity**		
White Non-Hispanic	11	2.3%	White Non-Hispanic	258	4.2%
Black Non-Hispanic	103	21.4%	Black Non-Hispanic	503	8.1%
Hispanic	293	60.8%	Hispanic	5,365	86.7%
Other	75	15.6%	Other	64	1.0%
Total	482	100.0%	Total	6,190	100.0%
Age			**Age**		
<18	47	9.8%	<18	18	0.3%
18 - 20	71	14.8%	18 - 20	538	8.7%
21 - 25	108	22.5%	21 - 25	1,181	19.1%
26 - 35	128	26.6%	26 - 35	2,181	35.2%
>35	127	26.4%	>35	2,271	36.7%
Total	481	100.0%	Total**	6,190	100.0%
Enrollment Status			**Enrollment Status**		
Full-Time	363	76.3%	Full-Time	3,718	60.1%
Part-Time	113	23.7%	Part-Time	2,472	39.9%
Total	476	100.0%	Total	6,190	100.0%

*ESL/ENS sample included in credit totals.

**Total includes students whose age is unknown

Table 4
Fall Term 2000
Additional Information on the ESL/ENS Student Sample

	Number	Percent
Degree Sought by Respondents		
Associate in Arts	153	31.7%
Associate in Science	129	26.8%
College Credit Certificate	74	15.4%
Vocational Certificate	68	14.1%
Mixed	8	1.7%
Other	50	10.4%
Total	482	100.0%
Semesters Completed at M-DCC		
0	103	21.4%
1 - 3	259	53.8%
4 - 6	94	19.5%
7 - 9	12	2.5%
10+	13	2.7%
Total	481	100.0%
Grade Point Average		
<2.0	21	4.4%
2.0 - 2.49	48	10.0%
2.5 - 2.99	156	32.5%
3.0 - 3.49	150	31.3%
3.5+	105	21.9%
Total	480	100.0%
When Students Take Classes		
Mostly Mornings	313	66.3%
Mostly Afternoons	46	9.7%
Mostly Evenings	111	23.5%
Mostly Weekends	2	0.4%
Total	472	100.0%
Employment Status of Respondents (Number of Hours Worked per Week)		
None	109	22.7%
1 - 20	104	21.6%
21 - 34	69	14.3%
35 - 39	69	14.3%
40 or More	130	27.0%
Total	481	100.0%
Number of Persons in Household		
1	63	13.1%
2 - 3	196	40.8%
4 - 5	146	30.4%
6 - 7	67	14.0%
8+	8	1.7%
Total	480	100.0%
Total Annual Household Income		
Less Than $8,000	106	22.1%
$8,000 - $17,000	204	42.5%
$17,001 - $23,000	99	20.6%
$23,001 - $29,000	34	7.1%
More Than $29,000	37	7.7%
Total	480	100.0%
Highest Educational Level of Either Parent		
Less Than H.S. Graduate	72	15.1%
H.S. Graduate	133	27.9%
Associate Degree	143	30.0%
Bachelors Degree or Higher	120	25.2%
Other	9	1.9%
Total	477	100.0%

Table 4 (continued)
Fall Term 2000
Additional Information on ESL/ENS Student Sample

	Number	Percent
Primary Reasons for Attending		
Earn a degree of certificate	297	61.6%
Get a better job	194	40.2%
Upgrade skills	156	32.4%
Make more money	86	17.8%
Other	26	5.4%
Total (unduplicated)	482	-
Reasons for Choosing M-DCC		
Quality/Reputation	261	54.1%
Location	163	33.8%
Specific programs offered	127	26.3%
Cost	98	20.3%
Other	24	5.0%
Total (unduplicated)	482	-
M-DCC Was First Choice of Colleges to Attend		
Yes	398	83.8%
No	77	16.2%
Total	475	100.0%

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Table 5

Demographics of the PSAV Student Sample Compared to Fall Term 2000-1 PSAV Students at Miami-Dade

SAMPLE (N = 323)			FALL TERM 2000-1 CREDIT ENROLLMENT		
	Number	Percent		Number	Percent
Course Campus of Respondent			**Headcount by Course Campus - Duplicated Across Locations**		
North	110	34.1%	North	1,660	50.5%
(Hialeah Center in North)	*(26)*	-	*(Hialeah Center in North)*	*(222)*	-
Kendall	64	19.8%	Kendall	574	17.5%
Wolfson	24	7.4%	Wolfson	317	9.6%
Medical Center	64	19.8%	Medical Center	569	17.3%
Homestead	16	5.0%	Homestead	59	1.8%
InterAmerican Center	45	13.9%	InterAmerican Center	107	3.3%
Total	323	100.0%	Total	3,286	100.0%
Gender			**Gender**		
Male	97	35.8%	Male	1,220	37.6%
Female	174	64.2%	Female	2,026	62.4%
Total	271	100.0%	Total	3,246	100.0%
Ethnicity			**Ethnicity**		
White Non-Hispanic	22	6.8%	White Non-Hispanic	285	8.8%
Black Non-Hispanic	92	28.5%	Black Non-Hispanic	1,088	33.5%
Hispanic	180	55.7%	Hispanic	1,818	56.0%
Other	29	9.0%	Other	55	1.7%
Total	323	100.0%	Total	3,246	100.0%
Age			**Age**		
<18	25	7.7%	<18	9	0.3%
18 - 20	27	8.4%	18 - 20	204	6.3%
21 - 25	51	15.8%	21 - 25	617	19.0%
26 - 35	80	24.8%	26 - 35	914	28.2%
>35	140	43.3%	>35	1,501	46.2%
Total	323	100.0%	Total*	3,246	100.0%
Enrollment Status			**Enrollment Status**		
Full-Time	155	49.5%	Full-Time	n/a	n/a
Part-Time	158	50.5%	Part-Time	n/a	n/a
Total	313	100.0%	Total	n/a	n/a

*Total includes students whose age is unknown.

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Table 6
Fall Term 2000
Additional Information on the PSAV Student Sample

	Number	Percent
Degree Sought by Respondents		
Vocational Certificate	167	53.0%
Associate in Science	77	24.4%
Associate in Arts	45	14.3%
College Credit Certificate	14	4.4%
Other	12	3.8%
Total	315	100.0%
Semesters Completed at M-DCC		
0	44	13.7%
1 - 3	136	42.2%
4 - 6	74	23.0%
7 - 9	32	9.9%
10+	36	11.2%
Total	322	100.0%
Grade Point Average		
<2.0	17	5.3%
2.0 - 2.49	59	18.3%
2.5 - 2.99	105	32.5%
3.0 - 3.49	93	28.8%
3.5+	49	15.2%
Total	323	100.0%
When Students Take Classes		
Mostly Mornings	158	50.5%
Mostly Afternoons	34	10.9%
Mostly Evenings	113	36.1%
Mostly Weekends	8	2.6%
Total	313	100.0%
Employment Status of Respondents (Number of Hours Worked per Week)		
None	90	28.0%
1 - 20	47	14.6%
21 - 34	47	14.6%
35 - 39	30	9.3%
40 or More	107	33.3%
Total	321	100.0%
Number of Persons in Household		
1	52	16.1%
2 - 3	136	42.2%
4 - 5	109	33.9%
6 - 7	23	7.1%
8+	2	0.6%
Total	322	100.0%
Total Annual Household Income		
Less Than $8,000	61	18.9%
$8,000 - $17,000	86	26.7%
$17,001 - $23,000	64	19.9%
$23,001 - $29,000	44	13.7%
More Than $29,000	67	20.8%
Total	322	100.0%
Highest Educational Level of Either Parent		
Less Than H.S. Graduate	65	20.2%
H.S. Graduate	115	35.8%
Associate Degree	72	22.4%
Bachelors Degree or Higher	52	16.2%
Other	17	5.3%
Total	321	100.0%

Table 6 (continued)
Fall Term 2000
Additional Information on PSAV Student Sample

	Number	Percent
Primary Reasons for Attending		
Earn a degree of certificate	206	63.8%
Get a better job	155	48.0%
Upgrade skills	128	39.6%
Make more money	101	31.3%
Other	21	6.5%
Total (unduplicated)	323	-
Reasons for Choosing M-DCC		
Location	151	46.7%
Quality/Reputation	122	37.8%
Specific programs offered	121	37.5%
Cost	93	28.8%
Other	12	3.7%
Total (unduplicated)	323	-
M-DCC Was First Choice of Colleges to Attend		
Yes	269	86.8%
No	41	13.2%
Total	310	100.0%

Table 7
Fall Term 2000
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
College-Wide											
Library	2,713	74.1%	88.5%	2,400	65.6%	313	8.6%	717	19.6%	229	6.3%
Testing Office	2,234	61.1%	87.3%	1,951	53.3%	283	7.7%	801	21.9%	624	17.1%
Reading, Writing, Math, or Study Skills Labs	2,075	56.8%	83.0%	1,723	47.1%	352	9.6%	994	27.2%	586	16.0%
Admission & Registration	3,048	83.4%	80.0%	2,437	66.7%	611	16.7%	361	9.9%	246	6.7%
Bookstore	2,980	81.5%	79.5%	2,369	64.8%	611	16.7%	417	11.4%	258	7.1%
Advisement & Counseling	2,669	73.2%	74.7%	1,995	54.7%	674	18.5%	619	17.0%	360	9.9%
Financial Aid	2,352	64.4%	68.8%	1,619	44.3%	733	20.1%	1,027	28.1%	274	7.5%
Cultural Programs and Events	636	17.4%	86.8%	552	15.1%	84	2.3%	1,621	44.3%	1,400	38.3%
Student Life Activities & Events	778	21.3%	86.0%	669	18.3%	109	3.0%	1,595	43.7%	1,281	35.1%
Career Planning	789	21.7%	82.3%	649	17.8%	140	3.8%	1,394	38.3%	1,461	40.1%
Recreation & Athletic Programs	487	13.3%	81.3%	396	10.8%	91	2.5%	1,670	45.7%	1,501	41.0%
Tutoring	904	24.7%	80.0%	723	19.8%	181	4.9%	1,589	43.4%	1,165	31.8%
Mentoring	516	14.1%	77.7%	401	11.0%	115	3.1%	1,262	34.5%	1,877	51.4%
Campus Security	1,510	41.5%	77.7%	1,173	32.2%	337	9.3%	1,478	40.6%	654	18.0%
Job Placement	898	24.6%	75.2%	675	18.5%	223	6.1%	1,399	38.4%	1,350	37.0%
Cafeteria	1,800	49.5%	73.2%	1,317	36.2%	483	13.3%	1,178	32.4%	660	18.1%
North Campus											
Library	729	71.7%	89.7%	654	64.3%	75	7.4%	214	21.0%	74	7.3%
Testing Office	660	64.8%	87.3%	576	56.5%	84	8.2%	206	20.2%	153	15.0%
Admission & Registration	832	81.6%	80.8%	672	65.9%	160	15.7%	103	10.1%	84	8.2%
Bookstore	837	82.3%	79.8%	668	65.7%	169	16.6%	95	9.3%	85	8.4%
Reading, Writing, Math, or Study Skills Labs	579	57.0%	79.1%	458	45.1%	121	11.9%	251	24.7%	186	18.3%
Advisement & Counseling	730	71.7%	76.4%	558	54.8%	172	16.9%	172	16.9%	116	11.4%
Financial Aid	699	68.7%	65.8%	460	45.2%	239	23.5%	237	23.3%	81	8.0%
Student Life Activities & Events	225	22.2%	89.8%	202	19.9%	23	2.3%	433	42.7%	355	35.0%
Cultural Programs and Events	161	15.8%	89.4%	144	14.2%	17	1.7%	466	45.9%	389	38.3%
Career Planning	251	24.8%	84.5%	212	21.0%	39	3.9%	376	37.2%	384	38.0%
Recreation & Athletic Programs	133	13.1%	81.2%	108	10.6%	25	2.5%	475	46.6%	411	40.3%
Mentoring	145	14.2%	80.7%	117	11.5%	28	2.7%	340	33.4%	534	52.4%
Tutoring	211	20.7%	79.6%	168	16.5%	43	4.2%	415	40.8%	392	38.5%
Job Placement	243	24.0%	78.2%	190	18.8%	53	5.2%	394	38.9%	376	37.1%
Campus Security	397	39.3%	78.1%	310	30.7%	87	8.6%	432	42.7%	182	18.0%
Cafeteria	459	45.5%	73.9%	339	33.6%	120	11.9%	369	36.6%	180	17.9%

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Table 7
(continued)
Fall Term 2000
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Kendall Campus											
Library	983	75.0%	89.6%	881	67.3%	102	7.8%	273	20.8%	54	4.1%
Testing Office	770	58.8%	86.5%	666	50.9%	104	7.9%	308	23.5%	231	17.6%
Reading, Writing, Math, or Study Skills Labs	748	57.2%	86.1%	644	49.3%	104	8.0%	384	29.4%	175	13.4%
Bookstore	1,082	82.7%	84.1%	910	69.6%	172	13.1%	158	12.1%	68	5.2%
Admission & Registration	1,104	84.3%	77.7%	858	65.5%	246	18.8%	133	10.2%	72	5.5%
Cafeteria	729	55.9%	71.9%	524	40.2%	205	15.7%	455	34.9%	120	9.2%
Advisement & Counseling	958	73.6%	70.0%	671	51.5%	287	22.0%	237	18.2%	107	8.2%
Financial Aid	749	57.3%	63.6%	476	36.4%	273	20.9%	468	35.8%	90	6.9%
Cultural Programs and Events	227	17.3%	88.1%	200	15.3%	27	2.1%	631	48.2%	451	34.5%
Student Life Activities & Events	238	18.2%	83.6%	199	15.2%	39	3.0%	632	48.3%	438	33.5%
Tutoring	282	21.6%	82.3%	232	17.7%	50	3.8%	637	48.7%	389	29.7%
Recreation & Athletic Programs	163	12.5%	82.2%	134	10.2%	29	2.2%	722	55.2%	423	32.3%
Career Planning	226	17.3%	77.9%	176	13.5%	50	3.8%	529	40.5%	550	42.1%
Job Placement	294	22.5%	75.9%	223	17.1%	71	5.4%	523	40.0%	489	37.4%
Campus Security	493	37.8%	74.8%	369	28.3%	124	9.5%	606	46.4%	206	15.8%
Mentoring	149	11.4%	73.2%	109	8.4%	40	3.1%	473	36.2%	683	52.3%
Wolfson Campus											
Testing Office	417	65.7%	85.6%	357	56.2%	60	9.4%	126	19.8%	92	14.5%
Admission & Registration	521	81.9%	83.9%	437	68.7%	84	13.2%	69	10.8%	46	7.2%
Reading, Writing, Math, or Study Skills Labs	350	54.9%	83.1%	291	45.6%	59	9.2%	170	26.6%	118	18.5%
Library	491	77.1%	82.9%	407	63.9%	84	13.2%	97	15.2%	49	7.7%
Advisement & Counseling	464	73.1%	79.3%	368	58.0%	96	15.1%	92	14.5%	79	12.4%
Financial Aid	415	65.1%	78.3%	325	51.0%	90	14.1%	159	25.0%	63	9.9%
Cafeteria	317	50.0%	73.2%	232	36.6%	85	13.4%	183	28.9%	134	21.1%
Bookstore	497	77.8%	72.8%	362	56.7%	135	21.1%	81	12.7%	61	9.5%
Cultural Programs and Events	134	21.0%	84.3%	113	17.7%	21	3.3%	274	43.0%	229	35.9%
Student Life Activities & Events	161	25.2%	83.2%	134	21.0%	27	4.2%	270	42.3%	207	32.4%
Recreation & Athletic Programs	100	15.7%	83.0%	83	13.0%	17	2.7%	259	40.7%	278	43.6%
Career Planning	160	25.2%	81.3%	130	20.5%	30	4.7%	259	40.9%	215	33.9%
Mentoring	91	14.3%	79.1%	72	11.3%	19	3.0%	231	36.4%	313	49.3%
Tutoring	165	25.9%	76.4%	126	19.7%	39	6.1%	278	43.6%	195	30.6%
Job Placement	205	32.3%	75.1%	154	24.3%	51	8.0%	253	39.8%	177	27.9%
Campus Security	267	42.2%	73.4%	196	31.0%	71	11.2%	225	35.6%	140	22.2%

Table 7
(continued)
Fall Term 2000
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Medical Center Campus											
Testing Office	126	54.3%	92.1%	116	50.0%	10	4.3%	64	27.6%	42	18.1%
Library	203	87.5%	91.1%	185	79.7%	18	7.8%	24	10.3%	5	2.2%
Reading, Writing, Math, or Study Skills Labs	127	54.7%	88.2%	112	48.3%	15	6.5%	75	32.3%	30	12.9%
Campus Security	132	57.1%	84.8%	112	48.5%	20	8.7%	81	35.1%	18	7.8%
Admission & Registration	210	90.5%	78.1%	164	70.7%	46	19.8%	13	5.6%	9	3.9%
Bookstore	208	90.0%	77.4%	161	69.7%	47	20.3%	17	7.4%	6	2.6%
Advisement & Counseling	166	72.2%	73.5%	122	53.0%	44	19.1%	53	23.0%	11	4.8%
Cafeteria	149	64.5%	73.2%	109	47.2%	40	17.3%	62	26.8%	20	8.7%
Financial Aid	174	75.3%	63.2%	110	47.6%	64	27.7%	51	22.1%	6	2.6%
Student Life Activities & Events	77	33.2%	89.6%	69	29.7%	8	3.4%	108	46.6%	47	20.3%
Tutoring	86	37.1%	86.0%	74	31.9%	12	5.2%	107	46.1%	39	16.8%
Cultural Programs and Events	38	16.4%	81.6%	31	13.4%	7	3.0%	97	41.8%	97	41.8%
Career Planning	55	23.7%	80.0%	44	19.0%	11	4.7%	108	46.6%	69	29.7%
Mentoring	32	13.8%	78.1%	25	10.8%	7	3.0%	87	37.5%	113	48.7%
Recreation & Athletic Programs	28	12.1%	75.0%	21	9.1%	7	3.0%	87	37.5%	117	50.4%
Job Placement	66	28.6%	65.2%	43	18.6%	23	10.0%	100	43.3%	65	28.1%
Homestead Campus											
Reading, Writing, Math, or Study Skills Labs	99	51.6%	92.9%	92	47.9%	7	3.6%	59	30.7%	34	17.7%
Testing Office	115	59.9%	92.2%	106	55.2%	9	4.7%	41	21.4%	36	18.8%
Library	130	67.7%	90.8%	118	61.5%	12	6.3%	47	24.5%	15	7.8%
Advisement & Counseling	137	71.4%	89.1%	122	63.5%	15	7.8%	32	16.7%	23	12.0%
Admission & Registration	158	83.6%	85.4%	135	71.4%	23	12.2%	18	9.5%	13	6.9%
Financial Aid	122	63.5%	83.6%	102	53.1%	20	10.4%	57	29.7%	13	6.8%
Bookstore	146	76.0%	75.3%	110	57.3%	36	18.8%	30	15.6%	16	8.3%
Career Planning	42	21.9%	95.2%	40	20.8%	2	1.0%	50	26.0%	100	52.1%
Cultural Programs and Events	37	19.3%	91.9%	34	17.7%	3	1.6%	64	33.3%	91	47.4%
Recreation & Athletic Programs	30	15.6%	90.0%	27	14.1%	3	1.6%	56	29.2%	106	55.2%
Student Life Activities & Events	29	15.1%	89.7%	26	13.5%	3	1.6%	69	35.9%	94	49.0%
Campus Security	81	42.2%	87.7%	71	37.0%	10	5.2%	65	33.9%	46	24.0%
Cafeteria	58	30.2%	79.3%	46	24.0%	12	6.3%	54	28.1%	80	41.7%
Mentoring	29	15.1%	79.3%	23	12.0%	6	3.1%	60	31.3%	103	53.6%
Tutoring	66	34.6%	78.8%	52	27.2%	14	7.3%	68	35.6%	57	29.8%
Job Placement	35	18.2%	74.3%	26	13.5%	9	4.7%	54	28.1%	103	53.6%

Table 7
(continued)
Fall Term 2000
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses							
				Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
InterAmerican Campus											
Testing Office	146	53.7%	89.0%	130	47.8%	16	5.9%	56	20.6%	70	25.7%
Library	177	65.3%	87.6%	155	57.2%	22	8.1%	62	22.9%	32	11.8%
Campus Security	140	51.9%	82.1%	115	42.6%	25	9.3%	69	25.6%	61	22.6%
Admission & Registration	223	82.6%	76.7%	171	63.3%	52	19.3%	25	9.3%	22	8.1%
Financial Aid	193	71.7%	75.6%	146	54.3%	47	17.5%	55	20.4%	21	7.8%
Bookstore	210	78.4%	75.2%	158	59.0%	52	19.4%	36	13.4%	22	8.2%
Reading, Writing, Math, or Study Skills Labs	172	63.7%	73.3%	126	46.7%	46	17.0%	55	20.4%	43	15.9%
Advisement & Counseling	214	79.0%	72.0%	154	56.8%	60	22.1%	33	12.2%	24	8.9%
Career Planning	55	20.4%	85.5%	47	17.4%	8	3.0%	72	26.7%	143	53.0%
Student Life Activities & Events	48	17.7%	81.3%	39	14.4%	9	3.3%	83	30.6%	140	51.7%
Mentoring	70	25.7%	78.6%	55	20.2%	15	5.5%	71	26.1%	131	48.2%
Cultural Programs and Events	39	14.4%	76.9%	30	11.1%	9	3.3%	89	32.8%	143	52.8%
Cafeteria	88	32.7%	76.1%	67	24.9%	21	7.8%	55	20.4%	126	46.8%
Tutoring	94	34.7%	75.5%	71	26.2%	23	8.5%	84	31.0%	93	34.3%
Job Placement	55	20.4%	70.9%	39	14.4%	16	5.9%	75	27.8%	140	51.9%
Recreation & Athletic Programs	33	12.2%	69.7%	23	8.5%	10	3.7%	71	26.3%	166	61.5%

Table 8

Fall Term 2000

Ratings of M-DCC Services by Type of Students

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Credit											
Library	2,493	74.6%	88.2%	2,198	65.8%	295	8.8%	645	19.3%	202	6.0%
Testing Office	2,050	61.4%	87.0%	1,784	53.4%	266	8.0%	734	22.0%	554	16.6%
Reading, Writing, Math, or Study Skills Labs	1,904	57.1%	82.6%	1,572	47.2%	332	10.0%	918	27.5%	512	15.4%
Bookstore	2,732	81.9%	79.6%	2,174	65.2%	558	16.7%	378	11.3%	226	6.8%
Admission & Registration	2,782	83.4%	79.3%	2,205	66.1%	577	17.3%	338	10.1%	214	6.4%
Advisement & Counseling	2,457	73.8%	74.0%	1,817	54.6%	640	19.2%	562	16.9%	310	9.3%
Financial Aid	2,146	64.4%	68.7%	1,475	44.3%	671	20.1%	943	28.3%	244	7.3%
Cultural Programs and Events	583	17.5%	86.1%	502	15.0%	81	2.4%	1,485	44.5%	1,268	38.0%
Student Life Activities & Events	716	21.5%	85.8%	614	18.4%	102	3.1%	1,472	44.2%	1,146	34.4%
Career Planning	721	21.7%	81.7%	589	17.7%	132	4.0%	1,278	38.4%	1,326	39.9%
Tutoring	820	24.6%	80.0%	656	19.7%	164	4.9%	1,487	44.6%	1,029	30.8%
Recreation & Athletic Programs	445	13.3%	80.0%	356	10.7%	89	2.7%	1,540	46.2%	1,351	40.5%
Mentoring	467	14.0%	77.3%	361	10.8%	106	3.2%	1,162	34.9%	1,704	51.1%
Campus Security	1,365	41.1%	76.8%	1,049	31.6%	316	9.5%	1,369	41.2%	586	17.7%
Job Placement	808	24.3%	74.9%	605	18.2%	203	6.1%	1,294	38.9%	1,227	36.9%
Cafeteria	1,638	49.4%	72.5%	1,188	35.8%	450	13.6%	1,076	32.4%	603	18.2%
ESL/ENS (included in Credit Totals)											
Library	279	60.9%	88.9%	248	54.1%	31	6.8%	113	24.7%	66	14.4%
Testing Office	239	52.1%	86.6%	207	45.1%	32	7.0%	95	20.7%	125	27.2%
Bookstore	312	68.4%	84.9%	265	58.1%	47	10.3%	69	15.1%	75	16.4%
Admission & Registration	349	75.7%	84.2%	294	63.8%	55	11.9%	51	11.1%	61	13.2%
Advisement & Counseling	255	55.7%	83.5%	213	46.5%	42	9.2%	101	22.1%	102	22.3%
Reading, Writing, Math, or Study Skills Labs	238	52.2%	81.5%	194	42.5%	44	9.6%	81	17.8%	137	30.0%
Financial Aid	299	65.1%	80.6%	241	52.5%	58	12.6%	94	20.5%	66	14.4%
Tutoring	93	20.4%	87.1%	81	17.8%	12	2.6%	133	29.2%	230	50.4%
Career Planning	83	18.4%	86.7%	72	15.9%	11	2.4%	127	28.1%	242	53.5%
Cultural Programs and Events	70	15.4%	85.7%	60	13.2%	10	2.2%	138	30.4%	246	54.2%
Student Life Activities & Events	73	16.1%	82.2%	60	13.2%	13	2.9%	130	28.7%	250	55.2%
Mentoring	74	16.2%	81.1%	60	13.2%	14	3.1%	110	24.1%	272	59.6%
Cafeteria	224	49.3%	79.0%	177	39.0%	47	10.4%	108	23.8%	122	26.9%
Campus Security	183	40.7%	78.1%	143	31.8%	40	8.9%	124	27.6%	143	31.8%
Recreation & Athletic Programs	59	13.0%	78.0%	46	10.1%	13	2.9%	133	29.2%	263	57.8%
Job Placement	141	31.0%	75.2%	106	23.3%	35	7.7%	117	25.7%	197	43.3%

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Table 8
(continued)
Fall Term 2000
Ratings of M-DCC Services by Type of Students

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
PSAV											
Library	220	69.0%	91.8%	202	63.3%	18	5.6%	72	22.6%	27	8.5%
Testing Office	184	57.3%	90.8%	167	52.0%	17	5.3%	67	20.9%	70	21.8%
Reading, Writing, Math, or Study Skills Labs	171	53.3%	88.3%	151	47.0%	20	6.2%	76	23.7%	74	23.1%
Admission & Registration	266	82.9%	87.2%	232	72.3%	34	10.6%	23	7.2%	32	10.0%
Advisement & Counseling	212	66.5%	84.0%	178	55.8%	34	10.7%	57	17.9%	50	15.7%
Cafeteria	162	50.5%	79.6%	129	40.2%	33	10.3%	102	31.8%	57	17.8%
Bookstore	248	77.7%	78.6%	195	61.1%	53	16.6%	39	12.2%	32	10.0%
Financial Aid	206	64.4%	69.9%	144	45.0%	62	19.4%	84	26.3%	30	9.4%
Recreation & Athletic Programs	42	13.0%	95.2%	40	12.4%	2	0.6%	130	40.4%	150	46.6%
Cultural Programs and Events	53	16.5%	94.3%	50	15.6%	3	0.9%	136	42.4%	132	41.1%
Student Life Activities & Events	62	19.4%	88.7%	55	17.2%	7	2.2%	123	38.4%	135	42.2%
Career Planning	68	21.3%	88.2%	60	18.8%	8	2.5%	116	36.4%	135	42.3%
Campus Security	145	45.0%	85.5%	124	38.5%	21	6.5%	109	33.9%	68	21.1%
Mentoring	49	15.2%	81.6%	40	12.4%	9	2.8%	100	31.1%	173	53.7%
Tutoring	84	26.1%	79.8%	67	20.8%	17	5.3%	102	31.7%	136	42.2%
Job Placement	90	28.3%	77.8%	70	22.0%	20	6.3%	105	33.0%	123	38.7%

Table 9
Fall Term 2000
Ratings of M-DCC Services by Part- and Full-Time Students

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Part-Time											
Library	929	71.5%	88.7%	824	63.4%	105	8.1%	289	22.2%	81	6.2%
Testing Office	749	57.7%	88.5%	663	51.1%	86	6.6%	306	23.6%	243	18.7%
Reading, Writing, Math, or Study Skills Labs	685	52.8%	84.4%	578	44.5%	107	8.2%	368	28.4%	245	18.9%
Admission & Registration	1,057	81.7%	80.5%	851	65.8%	206	15.9%	141	10.9%	96	7.4%
Bookstore	1,055	81.3%	78.8%	831	64.1%	224	17.3%	154	11.9%	88	6.8%
Advisement & Counseling	945	73.1%	73.2%	692	53.6%	253	19.6%	216	16.7%	131	10.1%
Financial Aid	731	56.3%	70.6%	516	39.8%	215	16.6%	461	35.5%	106	8.2%
Cultural Programs and Events	195	15.0%	85.6%	167	12.9%	28	2.2%	600	46.3%	502	38.7%
Student Life Activities & Events	204	15.7%	82.8%	169	13.0%	35	2.7%	604	46.6%	489	37.7%
Recreation & Athletic Programs	155	11.9%	81.9%	127	9.8%	28	2.2%	630	48.5%	513	39.5%
Career Planning	234	18.1%	79.1%	185	14.3%	49	3.8%	530	40.9%	531	41.0%
Campus Security	490	37.8%	77.6%	380	29.3%	110	8.5%	571	44.1%	234	18.1%
Tutoring	271	20.9%	77.5%	210	16.2%	61	4.7%	577	44.5%	449	34.6%
Cafeteria	543	42.0%	75.1%	408	31.5%	135	10.4%	466	36.0%	285	22.0%
Mentoring	158	12.2%	72.2%	114	8.8%	44	3.4%	468	36.1%	671	51.7%
Job Placement	262	20.3%	71.8%	188	14.6%	74	5.7%	521	40.3%	509	39.4%
Full-Time											
Library	1,721	76.1%	88.8%	1,528	67.6%	193	8.5%	405	17.9%	135	6.0%
Testing Office	1,416	62.6%	86.9%	1,230	54.4%	186	8.2%	471	20.8%	374	16.5%
Reading, Writing, Math, or Study Skills Labs	1,360	60.3%	82.4%	1,121	49.7%	239	10.6%	582	25.8%	313	13.9%
Admission & Registration	1,925	85.2%	79.9%	1,539	68.1%	386	17.1%	190	8.4%	145	6.4%
Bookstore	1,875	83.1%	79.8%	1,496	66.3%	379	16.8%	224	9.9%	157	7.0%
Advisement & Counseling	1,674	74.2%	75.4%	1,262	56.0%	412	18.3%	369	16.4%	212	9.4%
Cafeteria	1,216	54.1%	72.7%	884	39.3%	332	14.8%	678	30.2%	353	15.7%
Financial Aid	1,562	69.2%	68.0%	1,062	47.1%	500	22.2%	537	23.8%	157	7.0%
Cultural Programs and Events	419	18.5%	88.3%	370	16.4%	49	2.2%	977	43.2%	863	38.2%
Student Life Activities & Events	554	24.5%	87.9%	487	21.6%	67	3.0%	947	42.0%	756	33.5%
Career Planning	521	23.2%	84.1%	438	19.5%	83	3.7%	830	36.9%	898	39.9%
Recreation & Athletic Programs	309	13.7%	81.9%	253	11.2%	56	2.5%	993	44.0%	957	42.4%
Tutoring	610	27.0%	81.0%	494	21.9%	116	5.1%	974	43.1%	675	29.9%
Mentoring	335	14.8%	80.3%	269	11.9%	66	2.9%	750	33.2%	1,172	51.9%
Campus Security	974	43.3%	79.6%	775	34.5%	199	8.9%	878	39.1%	396	17.6%
Job Placement	594	26.3%	76.4%	454	20.1%	140	6.2%	841	37.3%	821	36.4%

Table 10
Fall Term 2000
Ratings of M-DCC Services by When Students Take Classes

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Mostly Mornings											
Library	1,746	76.2%	89.5%	1,563	68.3%	183	8.0%	419	18.3%	125	5.5%
Testing Office	1,409	61.5%	87.2%	1,228	53.6%	181	7.9%	495	21.6%	386	16.9%
Reading, Writing, Math, or Study Skills Labs	1,297	56.8%	83.0%	1,076	47.1%	221	9.7%	623	27.3%	365	16.0%
Admission & Registration	1,919	83.9%	81.2%	1,559	68.2%	360	15.7%	213	9.3%	155	6.8%
Bookstore	1,891	82.6%	80.1%	1,515	66.2%	376	16.4%	236	10.3%	162	7.1%
Advisement & Counseling	1,664	72.8%	75.4%	1,255	54.9%	409	17.9%	390	17.1%	231	10.1%
Cafeteria	1,278	56.1%	73.9%	945	41.5%	333	14.6%	683	30.0%	317	13.9%
Financial Aid	1,508	66.0%	69.0%	1,040	45.5%	468	20.5%	607	26.6%	171	7.5%
Cultural Programs and Events	440	19.2%	89.1%	392	17.1%	48	2.1%	1,000	43.7%	849	37.1%
Student Life Activities & Events	566	24.7%	87.6%	496	21.7%	70	3.1%	977	42.7%	746	32.6%
Career Planning	540	23.7%	84.1%	454	19.9%	86	3.8%	864	37.9%	877	38.4%
Recreation & Athletic Programs	330	14.4%	83.3%	275	12.0%	55	2.4%	1,054	46.0%	905	39.5%
Tutoring	570	24.9%	80.9%	461	20.1%	109	4.8%	1,037	45.3%	683	29.8%
Campus Security	942	41.4%	78.6%	740	32.5%	202	8.9%	904	39.7%	432	19.0%
Mentoring	331	14.5%	78.2%	259	11.3%	72	3.2%	789	34.5%	1,165	51.0%
Job Placement	615	26.9%	76.1%	468	20.5%	147	6.4%	881	38.5%	791	34.6%
Mostly Afternoons											
Testing Office	212	56.8%	86.8%	184	49.3%	28	7.5%	98	26.3%	63	16.9%
Library	262	70.4%	81.7%	214	57.5%	48	12.9%	74	19.9%	36	9.7%
Bookstore	244	65.2%	79.5%	194	51.9%	50	13.4%	96	25.7%	34	9.1%
Advisement & Counseling	227	61.2%	73.6%	167	45.0%	60	16.2%	95	25.6%	49	13.2%
Admission & Registration	256	68.6%	73.4%	188	50.4%	68	18.2%	86	23.1%	31	8.3%
Financial Aid	189	50.8%	66.7%	126	33.9%	63	16.9%	135	36.3%	48	12.9%
Cultural Programs and Events	70	18.9%	85.7%	60	16.2%	10	2.7%	168	45.3%	133	35.8%
Mentoring	48	12.8%	85.4%	41	11.0%	7	1.9%	162	43.3%	164	43.9%
Tutoring	71	19.0%	84.5%	60	16.1%	11	2.9%	167	44.8%	135	36.2%
Reading, Writing, Math, or Study Skills Labs	158	42.2%	84.2%	133	35.6%	25	6.7%	137	36.6%	79	21.1%
Job Placement	103	27.9%	79.6%	82	22.2%	21	5.7%	131	35.5%	135	36.6%
Student Life Activities & Events	66	17.8%	77.3%	51	13.7%	15	4.0%	160	43.1%	145	39.1%
Recreation & Athletic Programs	44	11.8%	77.3%	34	9.1%	10	2.7%	187	50.1%	142	38.1%
Career Planning	72	19.5%	75.0%	54	14.6%	18	4.9%	126	34.1%	171	46.3%
Cafeteria	160	43.4%	63.1%	101	27.4%	59	16.0%	132	35.8%	77	20.9%
Campus Security	137	36.9%	58.4%	80	21.6%	57	15.4%	141	38.0%	93	25.1%

Table 10
(continued)
Fall Term 2000
Ratings of M-DCC Services by When Students Take Classes

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Mostly Evenings											
Library	624	69.9%	89.6%	559	62.6%	65	7.3%	208	23.3%	61	6.8%
Testing Office	549	61.5%	89.3%	490	54.9%	59	6.6%	185	20.7%	158	17.7%
Reading, Writing, Math, or Study Skills Labs	556	62.4%	83.5%	464	52.1%	92	10.3%	205	23.0%	130	14.6%
Admission & Registration	783	87.9%	79.9%	626	70.3%	157	17.6%	54	6.1%	54	6.1%
Bookstore	758	85.5%	78.5%	595	67.1%	163	18.4%	72	8.1%	57	6.4%
Advisement & Counseling	698	78.5%	74.4%	519	58.4%	179	20.1%	119	13.4%	72	8.1%
Financial Aid	583	65.4%	70.2%	409	45.9%	174	19.5%	258	28.9%	51	5.7%
Campus Security	384	43.2%	83.3%	320	36.0%	64	7.2%	385	43.4%	119	13.4%
Cafeteria	311	35.0%	77.5%	241	27.1%	70	7.9%	332	37.4%	245	27.6%
Tutoring	230	25.8%	78.7%	181	20.3%	49	5.5%	349	39.2%	311	34.9%
Career Planning	158	17.8%	81.6%	129	14.5%	29	3.3%	356	40.0%	376	42.2%
Job Placement	151	17.0%	70.9%	107	12.0%	44	5.0%	345	38.9%	392	44.1%
Student Life Activities & Events	124	13.9%	86.3%	107	12.0%	17	1.9%	407	45.8%	358	40.3%
Mentoring	124	13.9%	76.6%	95	10.7%	29	3.3%	277	31.1%	491	55.0%
Cultural Programs and Events	105	11.8%	82.9%	87	9.8%	18	2.0%	411	46.1%	376	42.2%
Recreation & Athletic Programs	101	11.3%	79.2%	80	9.0%	21	2.4%	387	43.3%	405	45.4%
Mostly Weekends											
Testing Office	24	70.6%	79.2%	19	55.9%	5	14.7%	5	14.7%	5	14.7%
Admission & Registration	29	85.3%	69.0%	20	58.8%	9	26.5%	2	5.9%	3	8.8%
Bookstore	29	85.3%	69.0%	20	58.8%	9	26.5%	4	11.8%	1	2.9%
Library	28	82.4%	67.9%	19	55.9%	9	26.5%	5	14.7%	1	2.9%
Financial Aid	24	70.6%	66.7%	16	47.1%	8	23.5%	10	29.4%	0	0.0%
Advisement & Counseling	29	85.3%	65.5%	19	55.9%	10	29.4%	5	14.7%	0	0.0%
Reading, Writing, Math, or Study Skills Labs	20	58.8%	60.0%	12	35.3%	8	23.5%	12	35.3%	2	5.9%
Campus Security	15	44.1%	60.0%	9	26.5%	6	17.6%	17	50.0%	2	5.9%
Cafeteria	16	47.1%	50.0%	8	23.5%	8	23.5%	9	26.5%	9	26.5%
Cultural Programs and Events	9	26.5%	44.4%	4	11.8%	5	14.7%	15	44.1%	10	29.4%
Job Placement	10	29.4%	40.0%	4	11.8%	6	17.6%	16	47.1%	8	23.5%
Student Life Activities & Events	5	14.7%	40.0%	2	5.9%	3	8.8%	21	61.8%	8	23.5%
Career Planning	8	23.5%	37.5%	3	8.8%	5	14.7%	16	47.1%	10	29.4%
Tutoring	8	23.5%	25.0%	2	5.9%	6	17.6%	10	29.4%	16	47.1%
Mentoring	5	14.7%	0.0%	0	0.0%	5	14.7%	10	29.4%	19	55.9%
Recreation & Athletic Programs	3	8.8%	0.0%	0	0.0%	3	8.8%	17	50.0%	14	41.2%

Table 11
Fall Term 2000
Student Agreement with Statements Related to Services and Support
College-Wide

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	478	13.3%	579	16.1%	2,351	**65.3%**	194	5.4%	3,602	100.0%
Computers and other equipment to support my program	308	8.6%	652	18.2%	2,303	**64.3%**	319	8.9%	3,582	100.0%
Classes offered at a variety of convenient locations throughout the county	331	9.2%	603	16.8%	2,268	**63.2%**	388	10.8%	3,590	100.0%
Campus facilities that are maintained in excellent condition	460	12.8%	825	22.9%	2,103	**58.3%**	218	6.0%	3,606	100.0%
Faculty members who are accessible	423	11.8%	779	21.8%	2,075	**57.9%**	304	8.5%	3,581	100.0%
A library that meets the students' needs	410	11.4%	741	20.7%	1,900	**53.0%**	534	14.9%	3,585	100.0%
Personnel who are courteous and friendly	439	13.2%	1,000	30.0%	1,714	**51.4%**	179	5.4%	3,332	100.0%
Faculty members who care about my progress and want me to succeed	453	12.7%	958	26.9%	1,793	**50.4%**	353	9.9%	3,557	100.0%
An advising program focused on the student's academic and overall curriculum requirements	470	13.0%	903	24.9%	1,737	**47.9%**	516	14.2%	3,626	100.0%
Other personnel who care about my progress and want me to succeed	477	13.6%	1,113	31.7%	1,441	**41.1%**	478	13.6%	3,509	100.0%
Adequate transportation to and from the campus	375	10.5%	759	21.2%	1,419	**39.7%**	1,021	28.6%	3,574	100.0%
An excellent career counseling program	493	13.7%	1,107	30.7%	1,052	**29.2%**	956	26.5%	3,608	100.0%
Programs leading directly to a job	291	8.1%	959	26.7%	1,017	**28.3%**	1,326	36.9%	3,593	100.0%
An adequate child care program	251	7.0%	848	23.7%	941	**26.3%**	1,544	43.1%	3,584	100.0%
An excellent job placement program	348	9.7%	1,054	29.3%	835	**23.2%**	1,366	37.9%	3,603	100.0%

Table 12
Fall Term 2000
Student Agreement with Statements Related to Services and Support
North Campus

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	121	12.1%	165	16.4%	674	**67.1%**	44	4.4%	1,004	100.0%
Classes offered at a variety of convenient locations throughout the county	93	9.3%	171	17.1%	638	**63.9%**	97	9.7%	999	100.0%
Computers and other equipment to support my program	79	7.9%	211	21.2%	617	**61.9%**	90	9.0%	997	100.0%
Faculty members who are accessible	113	11.3%	238	23.9%	558	**56.0%**	87	8.7%	996	100.0%
Campus facilities that are maintained in excellent condition	125	12.5%	260	25.9%	553	**55.1%**	65	6.5%	1,003	100.0%
A library that meets the students' needs	104	10.4%	218	21.9%	534	**53.6%**	141	14.1%	997	100.0%
Faculty members who care about my progress and want me to succeed	118	12.0%	260	26.3%	512	**51.9%**	97	9.8%	987	100.0%
Personnel who are courteous and friendly	134	14.5%	281	30.3%	458	**49.4%**	54	5.8%	927	100.0%
An advising program focused on the student's academic and overall curriculum requirements	141	13.9%	255	25.2%	468	**46.3%**	147	14.5%	1,011	100.0%
Other personnel who care about my progress and want me to succeed	131	13.5%	285	29.3%	414	**42.6%**	142	14.6%	972	100.0%
Adequate transportation to and from the campus	100	10.0%	237	23.7%	398	**39.8%**	264	26.4%	999	100.0%
An excellent career counseling program	131	13.0%	327	32.4%	303	**30.1%**	247	24.5%	1,008	100.0%
Programs leading directly to a job	84	8.4%	297	29.6%	300	**29.9%**	324	32.2%	1,005	100.0%
An adequate child care program	61	6.1%	271	27.1%	278	**27.8%**	390	39.0%	1,000	100.0%
An excellent job placement program	96	9.6%	308	30.7%	254	**25.3%**	346	34.5%	1,004	100.0%

Table 13
Fall Term 2000
Student Agreement with Statements Related to Services and Support
Kendall Campus

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	152	11.7%	199	15.4%	874	**67.4%**	71	5.5%	1,296	100.0%
Computers and other equipment to support my program	113	8.8%	225	17.5%	806	**62.6%**	143	11.1%	1,287	100.0%
Classes offered at a variety of convenient locations throughout the county	103	8.0%	222	17.2%	786	**60.9%**	180	13.9%	1,291	100.0%
Campus facilities that are maintained in excellent condition	173	13.3%	296	22.8%	757	**58.3%**	72	5.5%	1,298	100.0%
Faculty members who are accessible	142	11.0%	285	22.1%	747	**57.8%**	118	9.1%	1,292	100.0%
A library that meets the students' needs	134	10.4%	257	19.9%	687	**53.2%**	213	16.5%	1,291	100.0%
Personnel who are courteous and friendly	145	12.0%	391	32.5%	603	**50.1%**	65	5.4%	1,204	100.0%
An advising program focused on the student's academic and overall curriculum requirements	162	12.5%	313	24.1%	628	**48.3%**	198	15.2%	1,301	100.0%
Faculty members who care about my progress and want me to succeed	176	13.7%	394	30.7%	590	**45.9%**	125	9.7%	1,285	100.0%
Other personnel who care about my progress and want me to succeed	180	14.1%	440	34.6%	479	**37.6%**	174	13.7%	1,273	100.0%
Adequate transportation to and from the campus	119	9.3%	263	20.5%	470	**36.7%**	430	33.5%	1,282	100.0%
An excellent career counseling program	176	13.6%	390	30.2%	336	**26.0%**	390	30.2%	1,292	100.0%
Programs leading directly to a job	93	7.2%	331	25.7%	308	**24.0%**	554	43.1%	1,286	100.0%
An adequate child care program	82	6.4%	284	22.1%	304	**23.7%**	615	47.9%	1,285	100.0%
An excellent job placement program	110	8.5%	369	28.6%	250	**19.4%**	562	43.5%	1,291	100.0%

Table 14
Fall Term 2000
Student Agreement with Statements Related to Services and Support
Wolfson Campus

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	54	8.8%	104	16.9%	417	**67.6%**	42	6.8%	617	100.0%
Classes offered at a variety of convenient locations throughout the county	64	10.3%	100	16.1%	416	**67.1%**	40	6.5%	620	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	86	13.9%	100	16.1%	406	**65.5%**	28	4.5%	620	100.0%
Faculty members who are accessible	73	11.9%	116	19.0%	380	**62.1%**	43	7.0%	612	100.0%
Campus facilities that are maintained in excellent condition	84	13.5%	144	23.2%	360	**57.9%**	34	5.5%	622	100.0%
A library that meets the students' needs	81	13.1%	137	22.1%	322	**51.9%**	80	12.9%	620	100.0%
Faculty members who care about my progress and want me to succeed	74	12.3%	153	25.3%	313	**51.8%**	64	10.6%	604	100.0%
Personnel who are courteous and friendly	78	14.2%	174	31.6%	275	**49.9%**	24	4.4%	551	100.0%
Adequate transportation to and from the campus	68	11.0%	118	19.0%	303	**48.9%**	131	21.1%	620	100.0%
An advising program focused on the student's academic and overall curriculum requirements	70	11.2%	179	28.5%	297	**47.4%**	81	12.9%	627	100.0%
Other personnel who care about my progress and want me to succeed	77	13.0%	197	33.3%	246	**41.6%**	71	12.0%	591	100.0%
An excellent career counseling program	90	14.4%	189	30.2%	190	**30.4%**	157	25.1%	626	100.0%
Programs leading directly to a job	51	8.2%	166	26.6%	185	**29.7%**	221	35.5%	623	100.0%
An adequate child care program	41	6.6%	153	24.6%	181	**29.1%**	248	39.8%	623	100.0%
An excellent job placement program	67	10.7%	184	29.4%	153	**24.4%**	222	35.5%	626	100.0%

Table 15
Fall Term 2000
Student Agreement with Statements Related to Services and Support
Medical Center Campus

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.!.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	20	8.8%	34	14.9%	159	**69.7%**	15	6.6%	228	100.0%
Faculty members who are accessible	28	12.3%	37	16.3%	147	**64.8%**	15	6.6%	227	100.0%
Faculty members who care about my progress and want me to succeed	24	10.6%	48	21.1%	143	**63.0%**	12	5.3%	227	100.0%
Classes offered at a variety of convenient locations throughout the county	27	12.0%	35	15.6%	140	**62.2%**	23	10.2%	225	100.0%
Campus facilities that are maintained in excellent condition	26	11.5%	48	21.1%	139	**61.2%**	14	6.2%	227	100.0%
A library that meets the students' needs	31	13.7%	38	16.7%	138	**60.8%**	20	8.8%	227	100.0%
Personnel who are courteous and friendly	29	13.3%	52	23.9%	131	**60.1%**	6	2.8%	218	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	47	20.7%	41	18.1%	122	**53.7%**	17	7.5%	227	100.0%
An advising program focused on the student's academic and overall curriculum requirements	34	14.8%	51	22.2%	114	**49.6%**	31	13.5%	230	100.0%
Other personnel who care about my progress and want me to succeed	21	9.4%	63	28.1%	107	**47.8%**	33	14.7%	224	100.0%
Programs leading directly to a job	9	4.0%	50	22.1%	87	**38.5%**	80	35.4%	226	100.0%
Adequate transportation to and from the campus	20	9.0%	45	20.3%	82	**36.9%**	75	33.8%	222	100.0%
An excellent career counseling program	27	11.9%	74	32.7%	60	**26.5%**	65	28.8%	226	100.0%
An excellent job placement program	21	9.3%	65	28.6%	51	**22.5%**	90	39.6%	227	100.0%
An adequate child care program	10	4.5%	48	21.6%	36	**16.2%**	128	57.7%	222	100.0%

Table 16
Fall Term 2000
Student Agreement with Statements Related to Services and Support
Homestead Campus

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	14	7.4%	32	16.9%	131	**69.3%**	12	6.3%	189	100.0%
Campus facilities that are maintained in excellent condition	22	11.6%	28	14.7%	129	**67.9%**	11	5.8%	190	100.0%
Classes offered at a variety of convenient locations throughout the county	16	8.5%	29	15.3%	124	**65.6%**	20	10.6%	189	100.0%
Personnel who are courteous and friendly	22	12.1%	39	21.4%	112	**61.5%**	9	4.9%	182	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	35	18.5%	30	15.9%	113	**59.8%**	11	5.8%	189	100.0%
Faculty members who are accessible	25	13.2%	35	18.5%	111	**58.7%**	18	9.5%	189	100.0%
An advising program focused on the student's academic and overall curriculum requirements	17	9.0%	37	19.7%	110	**58.5%**	24	12.8%	188	100.0%
Faculty members who care about my progress and want me to succeed	17	9.0%	40	21.2%	109	**57.7%**	23	12.2%	189	100.0%
A library that meets the students' needs	23	12.4%	33	17.7%	95	**51.1%**	35	18.8%	186	100.0%
Other personnel who care about my progress and want me to succeed	20	10.7%	51	27.3%	90	**48.1%**	26	13.9%	187	100.0%
An excellent career counseling program	16	8.5%	53	28.0%	68	**36.0%**	52	27.5%	189	100.0%
Adequate transportation to and from the campus	24	13.0%	42	22.7%	63	**34.1%**	56	30.3%	185	100.0%
An adequate child care program	18	9.6%	34	18.2%	61	**32.6%**	74	39.6%	187	100.0%
Programs leading directly to a job	19	10.1%	48	25.4%	56	**29.6%**	66	34.9%	189	100.0%
An excellent job placement program	17	9.0%	50	26.5%	51	**27.0%**	71	37.6%	189	100.0%

Table 17
Fall Term 2000
Student Agreement with Statements Related to Services and Support
InterAmerican Campus

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	28	10.6%	46	17.4%	173	**65.5%**	17	6.4%	264	100.0%
Campus facilities that are maintained in excellent condition	30	11.3%	49	18.4%	165	**62.0%**	22	8.3%	266	100.0%
Classes offered at a variety of convenient locations throughout the county	28	10.5%	46	17.3%	164	**61.7%**	28	10.5%	266	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	37	13.9%	44	16.5%	162	**60.9%**	23	8.6%	266	100.0%
Personnel who are courteous and friendly	31	12.4%	63	25.2%	135	**54.0%**	21	8.4%	250	100.0%
Faculty members who are accessible	42	15.8%	68	25.7%	132	**49.8%**	23	8.7%	265	100.0%
Faculty members who care about my progress and want me to succeed	44	16.6%	63	23.8%	126	**47.5%**	32	12.1%	265	100.0%
A library that meets the students' needs	37	14.0%	58	22.0%	124	**47.0%**	45	17.0%	264	100.0%
An advising program focused on the student's academic and overall curriculum requirements	46	17.1%	68	25.3%	120	**44.6%**	35	13.0%	269	100.0%
Other personnel who care about my progress and want me to succeed	48	18.3%	77	29.4%	105	**40.1%**	32	12.2%	262	100.0%
Adequate transportation to and from the campus	44	16.5%	54	20.3%	103	**38.7%**	65	24.4%	266	100.0%
An excellent career counseling program	53	19.9%	74	27.7%	95	**35.6%**	45	16.9%	267	100.0%
Programs leading directly to a job	35	13.3%	67	25.4%	81	**30.7%**	81	30.7%	264	100.0%
An adequate child care program	39	14.6%	58	21.7%	81	**30.3%**	89	33.3%	267	100.0%
An excellent job placement program	37	13.9%	78	29.3%	76	**28.6%**	75	28.2%	266	100.0%

Table 18
Fall Term 2000
Student Agreement with Statements Related to Services and Support
College-Wide
Credit Students

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	431	13.1%	537	16.3%	2,137	**65.0%**	182	5.5%	3,287	100.0%
Computers and other equipment to support my program	286	8.7%	598	18.3%	2,083	**63.7%**	303	9.3%	3,270	100.0%
Classes offered at a variety of convenient locations throughout the county	295	9.0%	555	16.9%	2,059	**62.8%**	368	11.2%	3,277	100.0%
Faculty members who are accessible	386	11.8%	699	21.4%	1,907	**58.3%**	279	8.5%	3,271	100.0%
Campus facilities that are maintained in excellent condition	433	13.2%	770	23.4%	1,892	**57.5%**	197	6.0%	3,292	100.0%
A library that meets the students' needs	376	11.5%	684	20.9%	1,737	**53.0%**	478	14.6%	3,275	100.0%
Personnel who are courteous and friendly	414	13.6%	935	30.7%	1,537	**50.4%**	163	5.3%	3,049	100.0%
Faculty members who care about my progress and want me to succeed	415	12.8%	889	27.4%	1,627	**50.1%**	316	9.7%	3,247	100.0%
An advising program focused on the student's academic and overall curriculum requirements	431	13.0%	840	25.4%	1,573	**47.6%**	464	14.0%	3,308	100.0%
Other personnel who care about my progress and want me to succeed	447	14.0%	1,014	31.6%	1,306	**40.8%**	437	13.6%	3,204	100.0%
Adequate transportation to and from the campus	344	10.5%	704	21.5%	1,290	**39.5%**	930	28.5%	3,268	100.0%
An excellent career counseling program	452	13.7%	1,020	31.0%	931	**28.3%**	888	27.0%	3,291	100.0%
Programs leading directly to a job	268	8.2%	885	27.0%	906	**27.6%**	1,221	37.2%	3,280	100.0%
An adequate child care program	232	7.1%	779	23.8%	848	**25.9%**	1,415	43.2%	3,274	100.0%
An excellent job placement program	317	9.6%	965	29.3%	741	**22.5%**	1,266	38.5%	3,289	100.0%

Table 19
Fall Term 2000
Student Agreement with Statements Related to Services and Support
College-Wide
ESL/ENS Students (included in Credit)

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	55	12.7%	72	16.6%	278	**64.1%**	29	6.7%	434	100.0%
Campus facilities that are maintained in excellent condition	51	11.7%	86	19.8%	272	**62.5%**	26	6.0%	435	100.0%
Classes offered at a variety of convenient locations throughout the county	50	11.6%	79	18.4%	266	**61.9%**	35	8.1%	430	100.0%
Faculty members who are accessible	51	11.9%	87	20.3%	252	**58.7%**	39	9.1%	429	100.0%
Computers and other equipment to support my program	53	12.4%	96	22.4%	250	**58.4%**	29	6.8%	428	100.0%
Personnel who are courteous and friendly	37	10.0%	104	28.2%	213	**57.7%**	15	4.1%	369	100.0%
Faculty members who care about my progress and want me to succeed	51	12.1%	101	24.0%	222	**52.9%**	46	11.0%	420	100.0%
A library that meets the students' needs	42	9.8%	107	24.9%	224	**52.2%**	56	13.1%	429	100.0%
An advising program focused on the student's academic and overall curriculum requirements	32	7.2%	133	30.0%	221	**49.9%**	57	12.9%	443	100.0%
Adequate transportation to and from the campus	61	14.1%	112	25.8%	210	**48.4%**	51	11.8%	434	100.0%
Other personnel who care about my progress and want me to succeed	54	13.2%	132	32.4%	185	**45.3%**	37	9.1%	408	100.0%
An excellent career counseling program	46	10.4%	145	32.9%	188	**42.6%**	62	14.1%	441	100.0%
Programs leading directly to a job	34	7.9%	131	30.3%	178	**41.1%**	90	20.8%	433	100.0%
An adequate child care program	41	9.4%	121	27.8%	179	**41.1%**	95	21.8%	436	100.0%
An excellent job placement program	38	8.7%	140	31.9%	171	**39.0%**	90	20.5%	439	100.0%

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Table 20
Fall Term 2000
Student Agreement with Statements Related to Services and Support
College-Wide
PSAV Students

	Ratings									
	Disagree		Neither Agree Nor Disagree		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	22	7.1%	54	17.3%	220	**70.5%**	16	5.1%	312	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	47	14.9%	42	13.3%	214	**67.9%**	12	3.8%	315	100.0%
Campus facilities that are maintained in excellent condition	27	8.6%	55	17.5%	211	**67.2%**	21	6.7%	314	100.0%
Classes offered at a variety of convenient locations throughout the county	36	11.5%	48	15.3%	209	**66.8%**	20	6.4%	313	100.0%
Personnel who are courteous and friendly	25	8.8%	65	23.0%	177	**62.5%**	16	5.7%	283	100.0%
Faculty members who are accessible	37	11.9%	80	25.8%	168	**54.2%**	25	8.1%	310	100.0%
Faculty members who care about my progress and want me to succeed	38	12.3%	69	22.3%	166	**53.5%**	37	11.9%	310	100.0%
A library that meets the students' needs	34	11.0%	57	18.4%	163	**52.6%**	56	18.1%	310	100.0%
An advising program focused on the student's academic and overall curriculum requirements	39	12.3%	63	19.8%	164	**51.6%**	52	16.4%	318	100.0%
Other personnel who care about my progress and want me to succeed	30	9.8%	99	32.5%	135	**44.3%**	41	13.4%	305	100.0%
Adequate transportation to and from the campus	31	10.1%	55	18.0%	129	**42.2%**	91	29.7%	306	100.0%
An excellent career counseling program	41	12.9%	87	27.4%	121	**38.2%**	68	21.5%	317	100.0%
Programs leading directly to a job	23	7.3%	74	23.6%	111	**35.5%**	105	33.5%	313	100.0%
An adequate child care program	19	6.1%	69	22.3%	93	**30.0%**	129	41.6%	310	100.0%
An excellent job placement program	31	9.9%	89	28.3%	94	**29.9%**	100	31.8%	314	100.0%

Table 21

Fall Term 2000
Overall Satisfaction Rating
College-Wide and by Campus

	Responses											
	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Uncertain		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
College-Wide	730	27.1%	1,557	57.9%	174	6.5%	54	2.0%	176	6.5%	2,691	100.0%
North	205	27.5%	421	56.4%	50	6.7%	19	2.5%	51	6.8%	746	100.0%
Kendall	222	22.9%	601	62.0%	63	6.5%	14	1.4%	70	7.2%	970	100.0%
Wolfson	128	29.1%	250	56.8%	25	5.7%	5	1.1%	32	7.3%	440	100.0%
Medical Center	46	24.9%	111	60.0%	12	6.5%	5	2.7%	11	5.9%	185	100.0%
Homestead	60	39.7%	75	49.7%	8	5.3%	1	0.7%	7	4.6%	151	100.0%
InterAmerican	69	34.7%	99	49.7%	16	8.0%	10	5.0%	5	2.5%	199	100.0%

Table 22

Fall Term 2000
Overall Satisfaction Rating
College-Wide by Type of Student

	Responses											
	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Uncertain		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Credit	653	26.6%	1,432	58.3%	158	6.4%	49	2.0%	165	6.7%	2,457	100.0%
ESL/ENS (included in Credit)	99	38.7%	121	47.3%	20	7.8%	11	4.3%	5	2.0%	256	100.0%
Vocational	77	32.9%	125	53.4%	16	6.8%	5	2.1%	11	4.7%	234	100.0%

APPENDIX

ENROLLED STUDENT SURVEY --2000

Miami-Dade Community College is conducting a survey of students to collect information that will help improve the quality of programs and services. Please answer the following questions based on your experiences at Miami-Dade on the answer sheet provided. We appreciate your input and comments!

1. ***Are you seeking a degree or certificate from Miami-Dade?***
   a. Yes
   b. No (if no, skip to question #3)

2. ***If yes, which of the following are you seeking?***
   a. Associate in Arts
   b. Associate in Science
   c. Vocational Credit Certificate
   d. College Credit Certificate
   e. Other

3. ***What are your primary reasons for attending Miami-Dade? (mark all that apply)***
   a. Earn a degree or certificate
   b. Upgrade skills
   c. Get a better job
   d. Make more money
   e. Other

4. ***Why did you choose Miami-Dade? (mark all that apply)***
   a. Location
   b. Cost
   c. Quality/reputation
   d. Specific programs offered
   e. Other

5. ***Was Miami-Dade your <u>first</u> choice of colleges to attend?***
   a. Yes
   b. No

6. ***When do you take <u>most</u> of your classes?***
   a. Morning
   b. Afternoon
   c. Evening
   d. Weekend

7. ***Do you usually attend full time or part time?***
   a. Full time
   b. Part-time

8. ***How many semesters have you completed so far at Miami-Dade?***
   a. 0
   b. 1 - 3
   c. 4 - 6
   d. 7 - 9
   e. 10 or more

9. ***What is your GPA?***
   a. Less than 2.0
   b. 2.0 - 2.49
   c. 2.5 - 2.99
   d. 3.0 - 3.49
   e. 3.5 and above

10. ***What is your ethnic background?***
   a. Asian/Pacific Islander/American Indian
   b. Black non-Hispanic
   c. Hispanic
   d. White non-Hispanic
   e. Other

11. ***What is your gender?***
   a. Male
   b. Female

12. ***What is your age?***
   a. Under 18
   b. 18 – 20
   c. 21 – 25
   d. 26 – 35
   e. Over 35

13. ***How many hours are you employed each week?***
   a. None
   b. 1 - 20
   c. 21 - 34
   d. 35 - 39
   e. 40 or more

14. ***What is the total annual income in your home from all sources?***
   a. Less than $8,000
   b. $8,001 - $17,000
   c. $17,001 - $23,000
   d. $23,001 - $29,000
   e. More than $29,000

15. ***How many people live in your household?***
   a. 1
   b. 2-3
   c. 4-5
   d. 6-7
   e. 8 or more

16. ***What is the highest level of education attained by either of your parents?***
   a. Did not graduate from high school
   b. High school graduate
   c. Associate degree
   d. Bachelors degree or higher
   e. Other

Please rate the following M-DCC services using the scale provided below.

1 = Did not know about service
2 = Knew about service but did not use
3 = Used service and was satisfied
4 = Used service and was dissatisfied

17. Admission and registration
18. Financial aid
19. Advisement and Counseling
20. Testing Office
21. Library
22. Bookstore
23. Reading, writing, mathematics, or study skills labs
24. Tutoring
25. Mentoring
26. Recreation and athletic programs
27. Cultural programs and events
28. Student life activities and events
29. Career planning
30. Job placement
31. Cafeteria/food service
32. Campus security

Please use the scale below to respond to the following statements.

1 = Mostly agree **3 = Mostly disagree**
2 = Neither agree nor disagree **4 = Unable to rate**

Miami-Dade Community College has:

33. an advising program focused on the student's academic and overall curriculum requirements.
34. an excellent career counseling program.
35. an excellent job placement program.
36. programs leading directly to a job.
37. an adequate child care program.
38. a library that meets the students' needs.
39. adequate transportation to and from the campus.
40. campus facilities that are maintained in excellent condition.
41. a flexible schedule of courses offered at a variety of times throughout the day and during the week.
42. classes offered at a variety of convenient locations throughout the county.
43. computers and other equipment to support my program.
44. faculty members who are accessible (office hours, appointments).
45. faculty who care about my progress and want me to succeed.
46. other personnel who care about my progress and want me to succeed.
47. personnel who are courteous and friendly.

48. ***How satisfied are you with M-DCC?***

a. Very satisfied
b. Satisfied
c. Dissatisfied
d. Very dissatisfied
e. Uncertain

Please use the remaining space provided on this survey to make any comments you would like about M-DCC. Thank you for your participation.

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